



JOB POSTING

Position: Service Operations - Tier 1 Support Triage

- Reports to the Manager of Service Operations
- The Service Operations Center (SOC) Tier 1 support position is responsible for fielding customer support interactions and inquiries via Voice, Email and Web Portal requests.
- Provide support triage, create support tickets via CRM software and resolve relevant support cases.
- The goal for this position is to efficiently and effectively work, solve and close support cases and to transition/escalate support tickets to other staff as needed.
- Hours of work: 8:30am to 5pm

Key attributes and experience for this position:

- Related Unified Communications (UC) and IT experience
- High level of competency and experience with various software programs
- Capacity to multitask and prioritize
- Ability to communicate clearly – both written skills and verbally. Written samples may be requested.
- Understanding of telephony marketplace and industry
- Experience installing, servicing, or supporting technology products
- Experience with VoIP rollouts and managing network infrastructure is a plus.

Responsibilities

- Manage all levels of support cases for our customers
- Bring continuity to cases, follow through with customer, advocate for customer until case is completed.
- Build relationships internally, with customers, and relevant manufacturers
- Review monitored alarms and determine appropriate action
- Work directly with our vendor/ partners to escalate and resolve issues
- Work directly with all other HN groups to communicate and resolve issues
- Provide support to our Field Operations Team
- Maintain certifications on product lines



Training

- Harbor Networks internal process will be provided
- Harbor Networks CRM software internal and web-based training provided
- Continuous self-learning of products, services and industry is required.
- Manufacturer certification in specific products will be mandatory.

Support Center Hours and On-call

- This position will be part of our on-call monitoring and support team when proven fully trained and ready.

Compensation and Benefits:

- Harbor Networks recognizes that employees enjoy a higher level of job satisfaction and quality of life when they are well cared for by their employer. We currently offer a full array of benefits that add value to your compensation package as well as protect you and your family. Benefits such as medical, dental, paid holidays and paid-time-off provide for personal wellbeing. Life insurance, long term disability, and 401K with a generous company match, contribute to financial security. Harbor Networks believes in the well-balanced approach to help address employees' needs in all aspects of life.

Contact:

Paul Pacheco
paulp@harbornetworks.com
Phone: 508-652-3039

About Us:

Harbor Networks is a leader in delivering voice, data, wireless and video hardware/software and managed service solutions to the SMB and Enterprise markets. We have strategic partnerships with manufacturers, resellers and solutions providers worldwide and have established a footprint in both national and international areas, with customers in 46 states and 16 countries. Our Service Operations Center (SOC) provides managed services to our customers from a central facility in Framingham, MA. To learn more please visit us at www.harbornetworks.com

Mission Statement

Our mission is to forge long-term business partnerships with our customers by providing excellent, leading edge, custom-tailored data and voice solutions and services.

