



<https://watchcomm.net/job/technical-support-representative-tier-1-2/>

## Technical Support Representative Tier 1

### Description

#### GENERAL JOB OVERVIEW

A Technical Support Tier 1 Representative will be part of a team that individually answers customer questions and troubleshoots technical issues. Tier 1 is responsible for positively building and maintaining our company's reputation by providing excellent customer service, technical support, and implementing actual solutions to technical problems and customer issues that minimize service call truck rolls.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answering customer calls quickly and efficiently while maintaining quality and solution implementation
- Fielding calls and mitigating calls to other departments as needed
- Respond quickly to customer requests and tickets, use email and phone to communicate information, record details and implement solutions
- Work with Tier 2 team to communicate and escalate customer technical issues quickly and efficiently
- Self-manage a steady workflow effectively and efficiently
- Troubleshoot Dish issue and escalate to Tier 2, if necessary
- Communicate and work as part of a team, sharing information, learning from each other, and maintaining the common goal of solving customer problems quickly and efficiently
- Sharing knowledge with group lead so that new knowledge is recorded and shared in a knowledge-based (KB) article
- Clearly and concisely documenting communications with Customers

#### COMPETENCIES

- Great communication skills both verbal and written
- Great Customer Service skills, both verbal and written
- Ability to work in a team environment and independently to solve problems and gain/share knowledge
- Proficient with technical troubleshooting
- Good note taking and documentation skills
- WISP or Wireless experience a plus, but not required

#### REQUIRED EXPERIENCE AND EDUCATION

- Ged/HS Diploma
- Call Center Experience helpful
- Customer Service Experience
- Technical Support Experience

#### WORK ENVIRONMENT

#### Hiring organization

Watch Communications

#### Employment Type

Full-time

#### Job Location

Ft Mitchell, Kentucky

#### Date posted

March 3, 2023

- Office- moderate office noise

**PHYSICAL DEMANDS**

- Sitting, standing, stooping, walking, typing, ability to lift up to 10 lbs.

**OTHER DUTIES**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

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