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

Technical Support Representative Tier 2

Description

A Tier 2 Tech Support Technician will work alone and as part of a team to answer customer calls, and manage responses to customer tickets with the sole goal of providing a solution to problems and issues. Tier 2 technical support is responsible for maintaining our companies' reputation by providing excellent customer service, technical support, and implementing actual solutions to technical problems and customer issues.

Responsibilities

- Answer customer calls quickly and efficiently while maintaining quality and solution implementation
- Solve problems quickly by using the problem-solving process, process of elimination, and general knowledge of how the internet works
- Remain calm at all times, smile, and share joy through having a positive attitude
- Respond quickly to customer tickets and use email and phone communication to gather information, record details, and implement solutions
- Communicate with customers while getting a direct understanding of what the actual root problem is, determine the possible cause(s), and implement solutions
- 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
- Work with Tier 3 teams and Network Operations to communicate and escalate networking and outage issues quickly
- Self-manage a steady workflow effectively and efficiently

Qualifications

COMPETENCIES

- Great communication with others both verbal and non-verbal
- Ability to both work well in a team and alone to solve problems and gain and share knowledge
- Proficient with networking and wireless technologies
- Good note taking and documentation skills
- Good active listening skills
- excellent problem- solving capabilities
- Logical and critical thinking
- Ability to handle stressful situations and tense discussions
- Ability to control emotions during stressful situations maintain calm
- Fluently speak English
- Positive attitude
- Self-motivated

Hiring organization
Watch Communications

Employment Type
Full-time

Job Location
Ft Mitchell, Kentucky

Date posted
March 3, 2023

REQUIRED EXPERIENCE AND EDUCATION

- High School Diploma or GED
- Understanding of internet networking, wireless technologies, and routing
- Associates Degree in Network Administration preferred

WORK ENVIRONMENT

- In Office setting

PHYSICAL DEMANDS

- Sitting for extended periods of time.

OTHER DUTIES

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