



TITLE: Technical Support Representative
COMPANY: TelNet Worldwide
LOCATION: Marquette, Michigan

TECHNICAL SUPPORT REPRESENTATIVE. Join the high performance team at TelNet Worldwide as a Technical Support Representative in Marquette, Michigan. The Technical Support Representative responds to trouble calls, ensures identification and resolution of customer issues, provides technical support to the customer on a first level response platform, and interacts with internal/external customers on a daily basis. To succeed, you must be highly motivated with an exceptional work ethic, a strong drive to solve problems, and experienced in operational support systems in order to trouble shoot and provide positive outcomes. You possess excellent and effective communication skills, as well as a commitment to superior customer service.

RESPONSIBILITIES.

- Receives calls from customers on service issues and opens trouble ticket in Service Management Center (Compass).
- Collects all pertinent data regarding service issue.
- Follows trouble-shooting protocol for DS0 through DS1 circuits.
- Calls appropriate vendors to perform tests when required.
- Monitors and provides status on trouble tickets until closure.
- Communicates issues requiring escalation to Tier 2/3 support.
- Responds to and resolves customer inquiries related to orders/trouble tickets through phone, email, and Compass.
- Ability to troubleshoot with diagnostics and analyze/interpret data.

COMPENSATION. \$10 - \$13 per hour, based on your experience.

BENEFITS. TelNet Worldwide places great value in their team by offering a comprehensive package of benefits including medical, dental, prescription drug, vision coverage and flexible spending account; paid holidays and paid time off; 401K retirement plan; long-term disability insurance, life & accidental death insurance, and supplemental insurance options; tuition reimbursement and training/certification programs.

WHAT YOU NEED TO BE SUCCESSFUL.

- Degree in computer science, management information systems or a technically related field, desired.
- Experience in telecommunications operational support systems and the ability to apply this knowledge to a customer service environment.
- Working knowledge in voice and data services, equipment and networks.
- IP Telephony (VoIP technologies and systems; SIP call setup and management protocol).
- Strong knowledge of telecommunications network, systems, terminology and functionality.
- Exceptional verbal and written communication skills.
- Strong documentation skills.
- Ability to multi-task and be accountable for deadlines.
- Possess a team-oriented personality, critical thinking skills, and an ability to prioritize.
- Excellent time management and organization skills.
- Understanding and experience integrating services in and with 'the Cloud'.
- Knowledge of MS Office Suite programs (Word, Excel, PowerPoint, Outlook).
- Unrestricted right to work in the United States, required.

NO PHONE CALLS PLEASE.

APPLICATIONS TAKEN ONLINE ONLY AT <https://telnet.sdsjobs.com/>

LEARN MORE ABOUT THE COMPANY BY VISITING <http://www.telnetww.com/>