Job Description: Technical Support Representative	Date: November 4, 2014
Job Description Number: TSR 2014	Reports to: Network Operations Help Desk Manager
FLSA Classification: Hourly	Location: McLoud

Job Description:

Under general supervision, provide technical software, hardware and network problem resolution to all Dobson Technologies DSL Internet Customers by performing question/problem diagnosis and guiding users through step-by-step solutions in a call center environment.

Scope:

The Help Desk Technician fields all Help Desk calls from user base and creates the initial record of the request; resolves all Level One/Level Two end-user problems over the phone; passes all Level Three requests on to a Network Technician; and follows up on the ticket to its resolution.

Duties:

• Identify and interpret customer needs and determine appropriate action.

• Perform Desktop Support for a variety of DSL internet problems. This will require troubleshooting and in depth telephone support to analyze and resolve reported troubles.

• Provide professional customer service skills such as positive language, communications skills, problem solving skills, flexibility and obsessive attention to detail.

• Work with other Operations Team Members to resolve reported trouble incidents and ensure timely resolution.

• Process all service requests for new or modified services as they are required.

• Monitor open trouble incidents and ensure timely resolution.

• Identifies problems and risk areas and be able to advise management of actions required to mitigate their impact.

• Notify management of major network outages and resolutions.

• Other duties as assigned.

Qualifications/Requirements:

• High School, Vocational, or applicable short course diploma.

• 2 to 4 years of experience working in a Help Desk/System Support position.

• Working knowledge of various operating systems, routers, and network elements.

• Ability to perform basic system administration functions to assist network engineers with day to day maintenance.

Desired:

• Microsoft, A+, or MCP certification

• Cisco CCNA certification

Special Requirements:

- Flexible Shift Schedule
- On Call Rotation
- Positive Mental Attitude

Must meet the requirements to qualify.