

Technical Support Representative

Location of the job: Clarkesville, GA

Date Posted: February 1, 2018

Reports to: VP of Market & Member Services

FLSA Status: Non-Exempt

Compensation: We offer a competitive compensation package based on experience

Job Description Summary

Technical Support Representatives will provide technical and network problem resolution to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions. Solutions include, but are not limited to, resolving username and password problems, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus and troubleshooting email issues. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. Representatives will perform related work as required.

Job Requirements

- Answers customer calls and provides answers by identifying problems; researching answers; guiding client through corrective steps.
- Improves client references by writing and maintaining documentation.
- Participates in development of client training programs by identifying learning issues; recommending instructional language.
- Accommodates client disabilities by recommending devices and techniques.
- Perform testing, clean up and basic repairs on customer desktops and laptops.
- Performs device and port provisioning for field technicians.
- Improves system performance by identifying problems; recommending changes.
- Updates job knowledge by participating in educational opportunities; maintaining personal networks.
- Accomplishes information systems and organization mission by completing related results as needed.

Skills and Qualifications

- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- Knowledge of relevant software computer applications and equipment
- Knowledge of customer service principles and practices
- Effective listening skills
- Willingness to co-operate with others and work to the greater good
- Multi-tasking capabilities
- Minimum 12 hours of weekend working availability on a Saturday or Sunday

Education/Experience

- 2-year technical degree in Networking (preferred)
- CompTIA A+ Certification (preferred)
- 2 years of experience in lieu of degree

Desired Attributes

- Thrive in a flexible, fast-moving environment focused on technology development
- Excellent communication skills
- Utilize strong communication (oral and written) and interpersonal skills, be a self-starter, a decision-maker, flexible, self-directed and a team player.
- Demonstrate strong analytical and problem solving skills, a commitment to accuracy, and attention to detail

To apply, please e-mail a cover letter and resume to careers@ngn.coop.
The North Georgia Network Cooperative is an EOE M/F/V.