

NETWORK TECHNICIAN -

TecInfo is looking for an energetic and hard working individual, who, under general supervision, will be responsible for working with existing customer care team supporting client issues. Basic service issues include: landlines, VoIP, DSL Broadband, Data circuits, number portability, phone feature implementation, network wiring/cabling, account configuration, billing, etc. Daily responsibilities consist of: support and maintain numerous remote networks, administering system updates and services to workstations/servers, maintenance of LAN /WAN, telecommunication networks, database and web hosting, etc. Opportunity to learn and work with firewalls, routing (simple to complex), network troubleshooting, sales engineering, and implementing managed services for customers.

Responsibilities:

- Answer phones and respond to customer requests on all company supported applications.
- Communicate directly with new and existing clients on a regular basis by phone or by email to provide information and to ensure the best service possible.
- Respond to and complete support tickets in timely manner
- Provide support with customer focused details using clear and descriptive methods.
- Manage and complete projects efficiently while still managing daily call volume.
- Work with multiple departments to provide internal education and assistance regarding SOP (standard operations procedure).
- Identify customer's needs and communicate with sales team to provide marketing opportunities.
- Determine source of customer's issues (hardware, software, user access, etc.).
- Devise action following SOP then advise customer on appropriate action
- Provide recommendations on company application enhancements.
- Document resolutions for future reference.
- Work within CRM to document cases.

Requirements:

- Able to adapt quickly to the changing pace of a dynamic environment.
- A well spoken communicator able to relate problems and solutions in an understandable way.
- Posses and demonstrate a basic understanding of computers and troubleshooting. A+ Certification or equivalent experience a plus
- Decision making ability and multi-tasking skills
- Experience in Help Desk/Customer Support is an advantage, but not required.
- Proven customer relation skills required in order to create, maintain, and enhance customer focused serviceability.
- Extremely detail oriented and organized.
- Technical competence (understand software, hardware, basic internet concepts).
- High level of initiative and ability to work well within a team environment.
- Ability to interact effectively with all levels of TecInfo.
- Handles stressful situations and deadline pressures well.
- Plan and carry out responsibilities with minimal direction.

This job description is in no way intended as a complete outline of all potential duties or responsibilities expected for this position. Additional duties may be assigned or altered as operationally required.

Base Location(s): Leland, MS

Benefits: Medical, Dental and Retirement Plan

Benefits after Probationary Period: Health Insurance provided for employee; Spouse and dependents may be added to the health insurance at the employees' expense; 401(K) available; Paid Time Off (PTO) for vacations, personal and sick days; Paid holidays.