

Technical Support Desk Staff

Job Description

SUMMARY

Provide support to customers on all company supported services and applications. Troubleshoot computer problems and determine source, and advise customer on appropriate action. Escalate unresolved issues as necessary to a higher level of support for problem resolution. Monitor system and services provided to customers.

PRIMARY RESPONSIBILITIES

Answer customer questions via phone, e-mail and CCS chat session on all company supported services and applications.
Troubleshoot customer computer problems regarding setup and connectivity issues as it pertains to our system.
Determine source of computer problems (hardware, software, user access, etc.).
Advise customer on appropriate actions to take to resolve issue.
Serve as liaison between customers and the IT department to resolve issues.
Provide recommendations on company services to customers.
Document all interactions with customers include all details as well as problem resolutions that corrected the problem for future reference in the appropriate ticket area.
Manage existing eSupport Technical Support tickets that have not been escalated or resolved. Take appropriate action on those tickets.
Periodically monitor the cable TV channels for problems take action to resolve or escalate to the appropriate level according to set directives.

Other duties as assigned:

Accomplish tasks as assigned and outlined in the Support Desk Shift Watch Duties List.

Clean and repacking of cable modems and set top boxes for reissue to customers.

ADDITIONAL RESPONSIBILITIES

Read the current events prior to beginning your shift to be aware of any new issues regarding procedures and system status.
Check eSupport for any Technical Support tickets that have not been escalated or resolved. Take appropriate action on those tickets.
Assist Support Desk Team Leader or Support Supervisor in any tasks as required.
Keep help desk area clean.

KNOWLEDGE AND SKILL REQUIREMENTS

Basic Requirements:

High school diploma or equivalent.

Preferred Requirements:

Associate or Bachelor's Degree in Information Systems, Business, Communications or related field.

Two years of support desk experience or relevant technical expertise.

Advanced knowledge of company supported applications. Ability to learn and support new applications.

WORKING CONDITIONS

Working conditions are normal for an office environment. Work requires almost exclusive work using a telephone and computer.

Working hours are determined by shifts and outlined in the Support Desk Schedule.