



Position Available

Internet and Telephone Technical Support Representative Level 1

Forked Deer Connect, LLC is looking for a self-motivated technical support representative to join our team and provide exceptional customer service.

Under general supervision, 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, verifying proper hardware set up, power cycling equipment. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. Representatives will perform related work as required.

Essential Duties and Responsibilities:

- Deliver service and support to customers using provided tools and software for troubleshooting connectivity issues.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms.
- Diagnose and resolve technical hardware and software issues involving internet connectivity.
- Research required information using available resources.
- Follow standard processes and procedures.
- Identify and escalate priority issues per Client specifications.
- Redirect problems to appropriate resource.
- Accurately process and record call transactions using a computer and designated tracking software.
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business.
- Organize ideas and communicate oral messages appropriate to listeners and situations.
- Follow up and make scheduled call backs to customers where necessary.
- Stay current with system information, changes and updates.

Qualifications:

- Proper phone etiquette;(Professional and pleasant telephone manner)
- 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.

Education and Experience:

- High school diploma and willingness to learn through on-the-job training.
- Working knowledge of PC and Mac operating systems, Microsoft Office Applications, as well as the latest mobile device platforms (Android and Apple)

Required Licenses:

- Must possess and maintain a valid Tennessee driver's license and safe driving record.

Conditions:

- Must be able to be on call on weekends
- Must have a stable internet connection at home for on call.
- Must be able to do basic installation functions in certain circumstances.
- High school diploma and willingness to learn through on-the-job training.
- Working knowledge of PC and Mac operating systems, Microsoft Office Applications, as well as the latest mobile device platforms (Android and Apple)
- Must be able to sit for long periods of time.
- Position requires use of headset/microphone.

Drug and Alcohol Testing:

All Forked Deer Connect, LLC workers are subject to Random Drug and Alcohol Testing.

Additional Information

No Discrimination. We are committed to providing equal employment opportunities to all persons regardless of race, color, ancestry, citizenship, national origin, religion, veteran status, disability, genetic characteristic or information, age, gender, sexual orientation, marital status, family status, pregnancy, or other legally protected status (collectively, "protected statuses"). We do not tolerate unlawful discrimination in any employment decisions, including recruiting, hiring, compensation, promotion, benefits, discipline, termination, job assignments or training. Any offer of employment is contingent upon the results of a pre-employment drug test and background check.

Competencies:

- Strong analytical and problem-solving skills.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Exemplary Attendance and Punctuality
- Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
 - Focuses and guides self and team members in accomplishing work objectives.
 - Interacts with others in a way that gives them confidence in one's intentions and those of the organization.
 - Clearly conveys and receives information and ideas, through a variety of media, to individuals or groups in a manner that engages the audience, helping them understand and retain the message, and permitting response and feedback from the listener.
 - Makes customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
 - Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
 - Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
 - Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
 - Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
 - Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
 - Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
 - Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.