

Ringgold Telephone Company
Job Description

Job Title: Customer Support Technician
Department: Call Center
Reports To: I.T./Tech Support Manager
FLSA Status: Hourly, Non-Exempt
Prepared By:
Prepared Date: September 1, 2018
Approved By:
Approved Date:

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Demonstrate knowledge of and follow all procedures and guidelines as outlined in the Call Center manual to perform departmental tasks. Performs these tasks within the guidelines set to maintain acceptable levels of personal performance

Diagnose service issues, working with field technicians as necessary, and provide timely and viable resolutions to customer's service issues on all RTC products

Have knowledge of working with MAC Addresses, DHCP Logs, and IP Addresses

Document each customer interaction to record communication with customer and when applicable, follow up with customer on a timely basis

Consistently follow Call Guidelines on all customer interactions

Consistently enters service order information accurately as to avoid service order errors

Assist with maintaining written, instructional documentation in SharePoint which establishes departmental procedures and/or guidelines

Follow established procedures in the CPNI rules to ensure customers are identified properly

Through the course of customer interactions, professionally determine customers' needs and make appropriate upsell offerings

Share best practices and look for ideas and training opportunities to help reduce errors and improve department's overall performance

Provide Level 1 IT Support to internal users of RTC's established network

Provide Level 1 IT Support to external contracted clients

Assist field technicians as necessary in troubleshooting and resolving customer's service issues

Perform system audits as assigned that could include but are not limited to, plant, switch, device, and provisioning audits

Ensure all returned equipment has been reset for redistribution to inventory. This may include but is not limited to: modems, routers, and ONTS

Perform dispatch duties and schedule on-call technician as necessary after 5pm

Process DMCA Violations per proper procedures as outlined in Call Center Manual

Prepare equipment for customer pick up in a timely manner

Follow proper procedures when using inventory items stored in the Call Center to ensure monthly reconciliation is accurate.

Process registration of routers to streamline process of field technician's installations

Complete cross-training as it is made available to increase skill levels in all aspects of technical support

Provide back-up assistance as assigned for duties related to dispatch and facility assignment. Duties include, but are not limited to:

- Dispatch of I&R Service Technicians
- Assignment of facilities and the provisioning of service orders
- Maintain the appropriate service order queues in relation to dispatch and facilities to ensure orders are completed daily
- Work with Customer Care team to ensure dispatch needs are met per customer requests.
- Schedule I&R Technicians in association with service orders in Time Unit Manager and maintain control over associated work hours so as not to overbook daily schedule.
- Have proficient knowledge of provisioning processes through service orders within the billing system and utilizing the Metaswitch and the SDP system together to provision
- Have knowledge of troubleshooting provisioning issues in relation to SDP and maintaining this knowledge as technology changes

Provide back-up assistance as assigned for duties related to security services. Duties include, but may not be limited to:

- Maintain and respond to email notifications received from security monitoring station and/or answering service

Supervisory Responsibilities

This position has no supervisory duties.

Competency

To perform the job successfully, an individual should demonstrate the following Competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue ; Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or equivalent is required. Associates Degree or two to

five years experience or equivalent training in computer based skills is strongly recommended. Extensive knowledge of telephony is required.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

Advanced working knowledge of Windows

Office, Internet Explorer, Google Chrome and Firefox, mail clients.

Must have an advanced knowledge of ADSL setup and configuration.

Be familiar with OTT applications that uses the Internet, (Roku, Apple, Cloud computing etc..)

Be familiar with Fire walls, spyware, malware and viruses.

Computer Repair

Other Skills and Abilities

Must have knowledge of how the telephone works (tip and ring) and to be able to troubleshoot a problem with the customer. Must demonstrate proficiency in switch testing system and voicemail. Must be able to use these skills in the training of support technicians.

Excels through formal and informal training sessions and exhibits a willingness and desire to learn.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to

adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The noise level in the work environment is usually low to moderate.