



## Job Description

**Job Title:** Technology Tier I Technician

**Department/Division:** Technology/Support Operations

**Reports To:** Technology Support Manager

### **Job Summary:**

The Tier I Technician is a key position on our Technology team that maintains core IT/Telecom functionality for our customers. While working in a swift and timely manner, the position is the front line for the company's technical support initiatives and directly interacts with users and service providers to resolve reported service incidents and requests.

### **Responsibilities:**

- Respond and process all customer support requests through voice, email and web-based ticketing queues.
- Resolve small to mid-size problems related to connectivity, products and/or services.
- Work with customer's service provider to identify and resolve network affecting voice and data issues.
- Work with the end user to resolve desktop level type helpdesk tickets.
- Mitigate future issues by monitoring and proactively resolving issues before they reach a critical state. This may involve responding to monitoring tickets and assisting with patch management.
- Practice strong customer service to help foster and enhance our relationships with our clients.
- Track all documentation and communications through Carrier Access, Inc.'s internal database.
- Maintain current knowledge of relevant technology and follows ITIL
- Coordinate with Technology management to resolve any or one of connectivity, desktop, network, server and voice hardware or software based issues.
- Communicate consistently and effectively with customers and business associates to build trust and create successful partnerships.
- Complete assigned tasks in a timely manner, track hours and communicate status to manager.
- Have an understanding how work performed impacts both the business and customer.
- Perform other tasks as needed and/or requested.

### **Desired Qualifications/Skills:**

- Exceptional customer service orientation.
- High school diploma with 1-2 years of related customer service experience.
- Technical knowledge of telecommunications, network or PC operating systems.

- Exposure to diverse technology skills, in any of the following areas, desktop support, network/server/voice infrastructure design/build/modification, Business application management and LAN/WAN administration.
- Excellent verbal and written communication skills.
- Ability to conduct research into technical, service issues and/or products as required.
- Ability to present ideas in a business-friendly and user-friendly language.
- High level of self-motivation.
- Keen attention to detail.
- Proven analytical, strategic thinking and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to thrive in a culture of growth, change and continuous learning.
- On-call rotation availability
- Ability to work varied hours of the day and/or days of the week.
- Ability to travel
- Fixed and flexible schedules to accommodate resource needs.
- Ability to work in an environment which may require:
  - sitting for extended periods of time
  - dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components
  - lifting and transporting moderately heavy objects, such as computers and peripherals