

**JOB TITLE:** Technical Support Specialist  
**DEPARTMENT:** Technical Support  
**MANAGER:** Director of Support  
**FLSA STATUS:** Non-Exempt  
**DATE:** 01/20/2012



### **GENERAL SUMMARY**

Provide level two technical phone support to GWI customers and field engineering personnel primarily on physical connection issues (loop, premise or equipment). Provide issue resolution for problems escalated by level one technical support. Escalate issues to other departments (field support, engineering, IT) within GWI or third party vendors and providing regular updates to customers. This position requires extensive telephone/computer usage, excellent customer service/problem solving skills and the ability to accurately document customer issues.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Answer technical inquiries via phone or email from level one support and field engineering personnel.
- Able to quickly and accurately determine root cause and resolution for customer reported issues, document in ticketing system and communicate regularly with customer.\*
- Support Internet customers through troubleshooting and resolution of broadband connections, modems, email clients, POP/IMAP (email) connections, browsers and basic HTML.\*
- Responsible for communicating trouble call expectations to the field engineering team.\*
- Responsible for creation of procedures for new products and support offerings as needed.\*
- Able to create and write training documentation for the support team as procedures are defined through new product introduction.
- Responsible for escalating open issues as needed to the appropriate GWI department or third party vendor.\*
- Escalate external vendor issues using the different escalation paths for the varied teams within their organization.\*
- Use online tools to help expedite troubleshooting and escalation of provisioning issues.\*
- Maintain company wide communication via chat and e-mail.\*
- Escalate customer satisfaction issues to direct supervisor.
- Provide superior customer service, regardless of type of inquiry, at all times when answering calls and e-mail.\*
- Schedule and document customer installations and trouble calls for field engineering personnel as needed.\*
- Must have the ability to use judgment, creativity, and sound technical knowledge to obtain and recommend solutions.

### **MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Two years of technical education in computers, information systems, data communications, telecommunication or a related field of technology or relevant experience within the telecommunications industry, technical service support environment or call center.
- Strong customer service skills and attitude.
- Proficiency in working with computers, telephone and software applications.
- Strong oral and written communication skills to respond to inquiries and complaints from customers.
- Strong interpersonal and organizational skills.
- Attention to detail and accuracy.
- Good problem solving ability.

### **WORKING CONDITIONS**

Normal office environment with moderate exposure to noise, dust, temperature.

Ability to lift up to 25 lbs when required

Extensive use of telephone, keyboard and monitor to perform regular functions of the job.

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The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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\*Statements marked with an asterisk are considered to be essential functions of the position according to the guidelines set forth in the Americans with Disabilities Act 1990.