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VOICE TECHNICIAN POSITION DESCRIPTION STATEMENT

<u>Position Title:</u>	<u><i>Voice Technician</i></u>
<u>Department:</u>	<u><i>Network Operations Center</i></u>
<u>Start Date:</u>	<u></u>
<u>Reports To:</u>	<u><i>Ron Mitchell</i></u>
<u>Supervisor's Title:</u>	<u><i>NOC Manager</i></u>
<u>Manager</u>	<u><i>Ron Mitchell</i></u>

Revised by S. Justice 11/14/17

POSITION PURPOSE: Spectrotel is a “carrier of carriers” with around-the-clock surveillance, troubleshooting and maintenance at our newly built Network Operations Center (NOC). Customer Service is the hallmark of Spectrotel and therefore qualified candidates shall be responsible for delivering Best in Class service to our valued customers and providing technical support for Spectrotel’s robust suite of Voice, Data, and Managed Services products.

Candidates should have flexibility in scheduling as the NOC handles inbound inquiries for our base 24 hours a day, 365 days a year. We provide technical support to customers through ACD and email support systems, with focus on a quick and concise resolution.

Company Overview:

For 20 years Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. Our successful rapid growth for the past two decades is based on listening to our customers, anticipating their needs and delivering solutions that take care of their communication challenges. We are a full-service telecommunications provider in the SMB and enterprise customer space, specializing in the aggregation of Voice, Internet and Managed Services by combining best in class personalized service, leading edge technology, and competitive pricing that is unparalleled in the industry.

MAJOR RESPONSIBILITIES:

- Trouble Ticket Owner responsibilities for tickets in H20 Repair Ticket Bucket opened for customers needing higher tiered attention than a CSR.
- Answer email Inbox inquiries, with focus on a quick and concise resolution.
- Provide 2nd Level Support to Spectrotel Users by answering questions involving product information and update customers calling\emailing in for service
- Coordinate and follow up on network repairs and dispatch the appropriate vendor / specialist depending on the type of issue.
- Knowledge of POTS, CENTREX, ISDN, DSL, EOC, FIBER AND SIP TRUNKING
- Knowledge of various carrier portals (VZ, AT&T, WINDSTREAM, CENTURY LINK)
- Flexible hours (available to work weekends and be on call)
- Test Circuits such as T1 and DSL loops with partner carrier technicians working in the field using MLT, to test the repairs and close out tickets.
- Upsell additional products and services as applicable or provide leads to Sales.
- Perform other duties as instructed by Spectrotel Management

ASSIGNMENT, REVIEW AND APPROVAL OF WORK: Repair Manager



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PERFORMANCE ASSESSMENTS, FEEDBACK AND REVIEWS: Performance is measured through “One on One” reviews conducted monthly with your manager and achievement of department objectives. “One on Ones” roll up to annual performance reviews which are conducted on the anniversary of your date of hire.

MAJOR CONTACTS:

- Sales Teams
- Customers
- Repair Center Management
- Provisioning
- Vendor Partners
- Engineering

MINIMUM QUALIFICATIONS:

- Knowledge of Fiber/DS3/DS1 technologies
- Experience Servicing customers on-site or via phone support
- Organizational skills and abilities to self-manage workload.
- User level knowledge utilizing Microsoft Office.
- Capable of generating new ideas and continuous improvement efforts
- Excellent verbal and written communication skills
- Ability to multi-task
- Flexibility in scheduling
- Demonstration of a “customer first” attitude
- Bachelor’s Degree or equivalent experience

PREFERRED QUALIFICATIONS:

- Foreign language(s): Any foreign languages are very desirable

MAJOR CHALLENGES:

- Understanding Spectrotel Naming Conventions and Learning the multiple types of equipment models, services, and configurations supported by Spectrotel and the various carriers it delivers

DIRECTION OF OTHERS: Position is not responsible for direction of other employees

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.

Additional Comments:

SUBMITTED BY:

ACCEPTED BY: _____

APPROVED BY:
