



VOICE TECHNICIAN

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 within a 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 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.
- Basic Knowledge Voice Telephony
- Upsell additional products and services as applicable or provide leads to Sales.
- Perform other duties as instructed by Spectrotel Management

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:

- Basic 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

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.