



## JOB DESCRIPTION

**Job Title:** Internet Support Technician  
**Department:** Internet  
**FLSA Status:** Non-Exempt  
**Reports To:** Internet/Broadband Supervisor  
**Location:** Willcox  
**Approved By:** Heath Bowen  
**Approved Date:** 02/01/2019

### GENERAL PURPOSE OF JOB

Work in a fast-paced environment as a Tier 2 technician to take incoming technical calls from customers and field technicians. Will listen, analyze, troubleshoot and resolve technical issues for voice, internet or data installation and connection issues. May remotely configure and troubleshoot client's equipment or simply educate customers. In the event the issue cannot be resolved, the call will be escalated to the next tier of support or arrange dates, times & access arrangements for a service call. Promotes and sells additional services.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*(May include but are not limited to the following. Other duties may be assigned.)*

- Actively encourages teamwork, open communication and cooperative interaction by promoting a positive work environment that reflects the company's mission, values and management goals.
- Assists customers with inquiries and requests based on accurate knowledge of the Company's products, services and procedures of the department
- Handles Internet service and Business Systems customers' troubles and inquiries
- Accurately conveys customer requests and orders to necessary departments
- Generates and submits reports associated with customer accounts
- Accurately records and maintains customer information in customer files and computer databases
- Processes orders and assists in the configuration of services to customers
- Sells and recommends services and products offered by the Company
- Activates and deactivates services and configures related equipment within Company guidelines
- Handles all information in an unbiased and confidential manner
- Activates/deletes customer accounts in servers
- Troubleshoots, configures and adjusts Customer Premise Equipment (CPE) that impact internet and phone services for subscribers
- Participates in meetings, seminars, and training sessions to obtain information to ensure better job performance
- Provides outstanding customer service to customers
- Cross trains in other areas within the department

### EDUCATION and EXPERIENCE

High school diploma or General Educational Development (GED) certificate and one to three months related experience and/or training. A working knowledge of Internet, email, network and home network technology is essential.

### LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with employees and customers of organization.

**MATHEMATICAL SKILLS**

Ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios and percent's and to draw and interpret graphs.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**COMPUTER OPERATIONS**

Proficient personal computer skills including Internet, email, record keeping, routine database activity, word processing, spreadsheet, graphics, etc.

**PLANNING/ORGANIZATION**

Ability to prioritize tasks and organize assignments; ability to handle multiple tasks and projects simultaneously.

**OTHER TRAINING, CERTIFICATES, LICENSES, REGISTRATIONS**

Must have and maintain possession of a valid driver's license.

**CONTACTS**

Works with all departments and employees. Works with customers and product and equipment vendors. May be required to make on-site visits to the subscriber's home or business from time-to-time.

**PHYSICAL/ENVIRONMENTAL DEMANDS**

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		XXX		
Walk		XXX		
Sit				XXX
Use hands to feel				XXX
Reach with hands and arms				XXX
Climb or balance		XXX		
Stoop, kneel, crouch, or crawl		XXX		
Push or pull		XXX		
Talk or hear				XXX
Drive		XXX		
Keyboarding				XXX

**WEIGHT - Lifting and/or carrying**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				XXX
Up to 25 pounds			XXX	
Up to 50 pounds		XXX		
Up to 100 pounds		XXX		
More than 100 pounds	XXX			

**WORK ENVIRONMENT**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Work near moving mechanical parts		XXX		
Fumes or airborne particles	XXX			
Toxic or caustic chemicals	XXX			
Working above ground level				XXX
Working below ground level	XXX			
Outdoor weather conditions	XXX			
Risk of electrical shock		XXX		

**WORKING CONDITIONS**

Well-lighted, heated and/or air-conditioned indoor office/production setting with adequate ventilation.

**PHYSICAL ACTIVITY**

Light physical activity performing non-strenuous daily activities of a productive/technical nature.

**MANUAL DEXTERITY**

Manual dexterity sufficient to reach/handle items, work with the fingers, and perceives attributes of objects and materials.

**VISION** *(Any or all will be required to perform the functions of this position.)*

- Close Vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors of telephone cable and fiber color codes)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

**NOISE**

Moderate noise levels (i.e.: business office with computers and printers, light traffic).

**WORK SCHEDULE/HOURS**

Extended weekday hours and Saturdays (40 hours per week), subject to company policies. On-Call status may be required occasionally. It is also possible that this job will be required to work fewer or more hours during any given week.

**TRAVEL**

Periodically be able to report to other Valley TeleCom Group office locations. Minimal overnight travel (up to 10%) by land and/or air.