

NORTHERN VALLEY COMMUNICATIONS, L.L.C. POSITION DESCRIPTION

Position Title: Internet Specialist
Reports To: IT Manager

Position Purpose: Provides support to end users on a variety of Internet related issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personal requests for technical support. Tracks and monitors problems to insure a timely resolution.

Responsibilities and Duties:

1. Answer tech support questions from subscribers.
2. Identifies and resolves technical problems.
3. Responds to telephone calls, emails, and personal requests for technical support.
4. Working knowledge of browsers, operating systems, and other Internet related software programs.
5. Provide help to new customers with little Internet knowledge.
6. Install and support high-speed Internet connections.
7. Familiarity with search engines, chat programs, portals, and FTP programs.
8. Relies on experience and judgment to accomplish goals.
9. Responds to customer needs to produce desired results.
10. Prepares paperwork and reports as required by supervisor.
11. Other duties as assigned by management.

Licenses and Certificates: Valid drivers license

Education/Experience: Knowledge and skills usually acquired through a high school diploma and 0-2 years in the field or a related area.

Job Knowledge: Understanding of generally used Internet software including browsers, operating systems, connectivity programs, FTP programs, and chat programs. Ability to identify customer problems and troubleshoot to find a solution. Willingness to track and monitor ongoing problems to procure a timely resolution.

Related Skills: Show initiative and aptitude to understand customer desires and needs. Establish effective relations and coordinate activity with other support staff. Other hardware and software knowledge which may increase support proficiency.

Internal: Establish open relationships with Internet support staff and network staff to properly administer company's Internet customer support policies. Make recommendations to supervisor on effectiveness of policies and needed changes. Share ideas and advice with other technical support staff.

External:

Respond to customer needs by answering phone calls, responding to walk-in traffic, and performing on-site installs as needed. Provide excellent customer service to customers by using patience and understanding to identify problems and resolve them.

Evaluation Criteria:

1. Experience in providing technical support
2. Knowledge of browsers, connectivity, and other Internet related software programs
3. Customer satisfaction
4. Ability to solve problems and share ideas with other staff
5. Efficient use of idle time
6. Performance in installations and responses to technical support requests
7. Responsiveness to deadlines
8. Initiative and decision making skills with realization of impact
9. Representation of the company in public
10. Willingness to communicate and interact with other employees