Technical Support Representative

LOGIC

Logic Communications Ltd. ("Logic") is Bermuda's premier full-service technology and communications provider. Serving residences, small local businesses and global enterprises, Logic offers market-leading Video, Local / international voice and data solutions. Logic is a member of the KeyTech Group.

An exciting opportunity exists for a team player and customer-focused individuals to join Logic's Customer Care Centre for the position of **Technical Support Representative**.

This role requires the successful candidate to possess excellent telephone manner, strong communication skills and have the ability to multi-task with analytical problem-solving and good decision-making skills

Reporting to the Assistant Manager, Technical Support, the TSR is responsible for ensuring exceptional customer satisfaction is delivered at all times by effectively identifying and resolving the customer request.
The TSR will be fully versed in all products and services and be able to assist customers with service selection.
This will include having a working knowledge of troubleshooting, customer management tools and ability to select and use the correct tool based on the customer request and/or issue

Other Responsibilities and Duties include (but are not limited to):

- Identify patterns in fault conditions and advise appropriate department of potential major fault conditions.

- Improve first call resolution for customer faults by providing Tier 2 fault diagnosis for Voice (including Local and Long Distance), Mobile and Fixed Line, Data (local loop) Cable TV and Internet Service (including IS, email and basic networking) related problems.

- Receive, qualify and log all fault requests from customers by utilizing the appropriate tools, techniques and departmental processes.
- Act as the single point of escalation to provide additional technical support for Customer Service Representatives on technical issues

- Check-in, test and configure customer equipment including modems (cable and adsl/vdsl), routers, extenders, set-top boxes, including email set-up on devises used by the customer

EDUCATION and/or EXPERIENCE

- A valid (not older than 3 years) A+ and/or N+ certification with a minimum of 3 years work experience in a technical environment

- Associates degree in related field or minimum of 4 years' experience in a customer service or call center environment with experience in fault analysis, isolation techniques and home networking

- Must be proficient in MS Office platform

- A second language (Portuguese, Spanish, Filipino) would be an asset, but not essential.

All interested persons should apply with a cover letter and detailed resume via https://performancemanager4.successfactors.com/sf/start

CLOSING DATE: September 29, 2016

The KeyTech Group is committed to maintaining a substance free workplace. Applicants will be subject to pre-employment substance screening prior to receiving an offer of employment.

The KeyTech Group is an equal opportunity employer

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