

# Technical Support Representative

One Communications (“One”) is currently seeking customer-focused individuals to join One’s Customer Care Centre for the position of **Technical Support Representative (TSR)**.

The TSR is responsible for ensuring exceptional customer satisfaction is delivered at all times by asking probing questions that help to effectively identify, understand and action the customer request. Additionally, the TSR will carry out these responsibilities through effective use of all available systems and ensures timely communication and validation with the customer (both internal and external) is maintained at all times. The successful applicant must be able to work as a productive member of a customer centric team and ensure the customer is satisfied with the outcome of their request.

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

- Receive, qualify and log all fault requests from customers utilizing the appropriate tools, techniques and departmental processes. Act as the single point of contact for fault ownership and fault management, overseeing the request through to resolution. Liaise with the Network Operations Controls Center (NOCC) and other relevant departments as necessary to provide timely fault resolution for customers’ issues.
- 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.
- In conjunction with the Network Operations Center, be consistently aware of the performance and health of all major network elements and facilities. Identify patterns in fault conditions and advise appropriate department(s) of potential major fault conditions.
- Act as point of escalation to provide additional technical support for Customer Service Representatives on technical issues.
- Where fault resolution is contingent on customer account adjustments, such as but not limited to bill payments, account sign-ups and upgrades/downgrades of existing services; complete these processes to minimize further service disruption to the customer.
- On an on-going basis, monitor appropriate system(s) or reports to ensure that work is being completed as scheduled. Follow up in a timely manner and if necessary escalate as appropriate to ensure completion.
- Check-in, test and configure customer equipment including modem (cable and adsl/vdsl), routers, extenders, and set-top boxes, including email set-up on devices used by the customer.

## SKILLS AND ABILITIES

- Excellent customer service and customer centric acumen, with strong communication skills both in person and on the telephone towards internal and external customers
- Excellent interpersonal skills, with a strong vocabulary, clear and concise speaking voice

- Aptitude for learning in a fast pace changing telecommunications environment
- Ability to work on Saturdays and evenings
- Ability to multi-task with analytical problem-solving and good decision-making skills
- In-depth knowledge and understanding of company products and services and delivery mechanisms
- Working knowledge of all troubleshooting and customer management tools and ability to select and use the correct tool based on the customer request and/or issue.
- A second language (Portuguese, Spanish, Filipino) would be an asset, but not essential

## EDUCATION and/or EXPERIENCE

- Associates degree in Computer Science or Technology with a minimum of 3 years’ work experience in an IT technical environment.
- A 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

We offer a dynamic and rewarding working environment along with competitive compensation package. If you possess the requirements for the position and this sounds like the challenge you’ve been waiting for, please apply via email with a cover letter and detailed resume to [hr@onecomm.bm](mailto:hr@onecomm.bm).

One Communications Ltd. (the operating name for Logic Communications)) is Bermuda’s premiere full-service technology and communications provider of mobile, TV and internet services. Our mission is to deliver leading and reliable communication services to residences, small business and global enterprises, exceeding customer expectations at every touch point.

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CLOSING DATE FOR APPLICATIONS: **Monday, May 07<sup>th</sup>, 2018**