



**Position Title:** Internet Technician

**FLSA:** Non-Exempt

**Reports to:** Network Supervisor

**Direct Reports:** No

**General Summary:**

Under general supervision, the Internet Technician will provide technical and network problem resolution to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions. Solutions include, but are not limited to, resolving username and password problems, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus and troubleshooting email issues. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. The Internet Technician will perform related work as required.

**Essential Duties & Responsibilities:**

- Provides technical support to Broadband customers by answering phone calls, gathering relevant information, and troubleshooting and resolving problems and issues;
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, and more;
- Create and dispatch trouble tickets within software program and notifying technician;
- Assist Communication Specialists during home installs, troubles or other needs at the customer premise;
- Research required information using available resources;
- Follow standard processes and procedures;
- Identify and escalate priority issues per Client specifications;
- Redirect problems to appropriate resource;
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business;
- May provide backup to the Customer Service Department;
- Organize ideas and communicate oral messages appropriate to listeners and situations;
- Follow up and make scheduled call backs to customers where necessary;
- Stay current with system information, changes and updates;
- Troubleshoot and solve employee computer and printer issues. This may include laptops, desktops, tablets and cell phones;

- Performs all other duties as directed by Management. \*

**Knowledge, Skills and Abilities:**

- Proper phone etiquette;
- Ability to speak and write clearly and accurately;
- Knowledge of web technologies, technical languages, browsers, search procedures, search engines, platforms and applications;
- Skill in operating various office equipment including modems, printers, scanners, etc.
- Skills in operating various office equipment such as personal computer, copier, fax machine, and telephone system;
- Demonstrated proficiency in typing and grammar;
- Knowledge of relevant software computer applications and equipment;
- Knowledge of customer service principles and practices;
- Knowledge of company products and services;
- Skills in problem solving and resolution;
- Ability to communicate with co-workers and various customers in a professional and courteous manner.
- Effective listening skills;
- Ability to read and interpret technical documents;
- Willingness to cooperate with others and work to the greater good;
- Multi-tasking capabilities;

**Education and Experience:**

High school education plus 1 additional year of office, IT, sales or customer service training. Requires 1-3 years of related experience. Must have knowledge of and willingness to learn computer related skills necessary in the performance of duties.

**Physical Requirements:**

Must be able to remain in a stationary position a majority of the work day and occasionally move about office setting to access office equipment. Positioning self to maintain files, the ability to move items across the office, the ability to observe details at close range and communicate information with others are necessary to the position.

**Working Conditions:**

The working environment is generally favorable. Lighting and temperature are adequate and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Majority of job functions involve sitting but walking, standing and climbing are required.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.