



Tech Support

EEO Group: Office and Clerical

Overtime Status: Non-Exempt

Reports To: Tech Support Team Leader

Summary:

Schedules Gibson Connect service appointments, confirms appointments and communicates with subscribers regarding changes to schedule as needed. Generates quotes as directed by others for internet, voice and other telecom services as directed. Coordinates transfer of service to Gibson Connect including provisioning services and creating/editing subscriber records. Resolves technical and non-technical customer problems/complaints. Provides technical support, assisting Gibson Connect subscribers by answering questions and helping members to resolve service problems. Coordinates setup and transfer of telephone service to Gibson Connect. Sets up computer systems, troubleshoots problems, installs and maintains computer software and otherwise provides tech support for Gibson EMC and Gibson Connect employees. Provides general member service support for Gibson EMC including servicing outage calls and member billing issues.

Essential Functions:

- Follows all safety rules and procedures, including good housekeeping
- Learns and maintains knowledge of Gibson Connect products and services. Sells Gibson Connect products and services
- Schedules service appointments, confirms appointments and promptly communicates with members regarding changes to schedule as needed. Communicates schedule to and provides administrative support to Technical Support Coordinator.
- Professionally, courteously and promptly answers phones for Gibson Connect and for Gibson EMC.
- Provides first level technical support (WiFi, username and password, speed test inconsistency, Internet/routing, device disconnections, and upgrade request or other changes, etc...). Transfers member to appropriate internal position when higher level technical support is required. Follows up with member to ensure problem is resolved and member is pleased with service.
- Provides basic in-premise technical and service support including replacement of ONT, replacement of jumpers, WiFi trouble shooting, video and phone installs.



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- Consistently promotes Gibson Connect services and courteously assists members in signing up for service. Assists MSRs, Dispatchers and others to resolve problems related to Gibson Connect signups and service. Resolves customer complaints as quickly as possible and whenever possible to the customer's satisfaction. If resolution extends beyond established authority, involves supervisor
- Generates quotes as directed by others for internet, voice and other telecom services as directed. Coordinates transfer of service to Gibson Connect including provisioning services and creating/editing subscriber records.
- Sets up account in iVue and Calix Support Cloud. Provisions voice service in RPX and video services in Minerva. Verifies that billing matches provisioned services.
- Assists subscribers with phone product. Obtains customer's last phone bill to coordinate porting of number. Creates and submits letter of authorization. Revises for accuracy, if needed and resubmits
- Assists with invoices and billing. Contacts customers with delinquent bills and other billing related issues
- Sets up computer systems, troubleshoots problems, installs and maintains computer software and otherwise provides tech support for Gibson EMC and Gibson Connect employees.
- Completes all required paperwork (including time sheets, mileage sheets, and accident reports) properly and timely
- Attends required safety meetings.
- Makes recommendations to direct supervisor regarding process improvement and problem resolution when independent action would exceed scope of authority
- Complies with Gibson Connect's policies prohibiting harassment and discrimination and immediately reports possible violations to Gibson EMC VP of HR and Member Services
- Complies with Gibson Connect's Drug-Free Workplace policy and immediately reports possible violations to VP of Operations and VP of HR and Member Services
- Complies with all policies, safety rules and procedures; and immediately reports possible violations to VP of Operations and Gibson EMC VP of HR and Member Services
- Assists with annual meeting as needed
- Responds to regularly occurring requests for information
- Generates work orders, orders materials, creates and processes purchase orders
- Responds to emails in Gibson Connect general mailbox and to those forwarded by supervisor for response
- Performs other duties as required



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Competencies:

- Technical Capacity
- Voice, Video, iVue portal software
- Customer/client rapport
- Communication proficiency
- Professionalism
- Initiative
- Collaboration
- Microsoft Office
- Organization
- Dependability
- Thoroughness
- Flexibility
- Courtesy
- Follow-Through

Education Degrees, Certificates, Licenses, and/or Training:

Required:

- High school diploma or the equivalent.
- Courses or training in: keyboarding, software used by position, operation of equipment used by the position, customer service and sales
- Valid Tennessee Driver License
- Valid CPR/First-Aid Certificate

Preferred:

- Associates degree in technology or other related field of study. Directly related experience may be substituted for a portion of the education preference.
- Certifications or courses related to provisioning, technical services, information technology, and fiber/telecommunications

Experience, Knowledge, Skills and Abilities:

Required:

- One to two years of administrative experience
- One to two years in a customer service position
- Ability to effectively communicate with and courteously assist member-owners, other employees, and the public in person and by telephone
- Ability to promote products/services and sell
- Ability to maintain good relations with all customers (internal and external)
- Ability to maintain professionalism and effectively perform in stressful situations
- Ability to effectively and professionally perform multiple tasks simultaneously
- Ability to maintain strict confidentiality of highly sensitive information
- Ability to work on a one-to-one basis and with groups
- Ability to effectively plan, organize, and meet deadlines under pressure
- Ability to read and comprehend



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- Ability to type proficiently with good accuracy and speed
- Ability to exercise independent judgment within the parameters of Gibson Connect policy/procedures and effectively resolve non-routine problems
- Knowledge of and ability to effectively use software programs and equipment used by position
- Knowledge of Gibson Connect policies, procedures and services

Preferred:

- Three to five years of administrative experience in telecom field
- Three to five years of experience in a telecom customer service position
- One to two years of experience in telecom technical support
- Ability to effectively and professionally communicate in writing

Physical Requirements (must be able to):

Hear and speak clearly and distinctly, use both hands and fingers, maintain arm-hand steadiness; reach, bend/stoop; squat/crouch; climb and descend stairs/ladder; work on hands and knees; sit for long periods of time; lift and carry, push and pull weights up to 20 lbs., and distinguish colors

Equipment Requirements (must be able to effectively use):

Personal computer/iPad; printer; copy machine; ten-key calculator, facsimile machine; document imaging system, two-way radio and telephone.

Software Requirements (must be able to effectively use):

Voice Portal software, Customer Information System, General Accounting Information System, mapping, Microsoft Office (Outlook, Excel, Word and PowerPoint), document imaging software

Working Conditions (must be able to):

- Work eight hours per day, five days a week. One employee will be assigned to each shift. Shift hours may change depending on member needs. Shift 1 is expected to be from 7 AM until 4 PM with a one-hour lunch break. Shift 2 is expected to be from 9:00 AM to 6:00 PM with a one-hour lunch break. Shift 3 is expected to be from 3 PM until 11 PM with no lunch break. Respond immediately to 24-hour call-out and work overtime as needed, including weekends, nights, and holidays
- Mostly inside work, sometimes in confined spaces
- Drive throughout Tennessee and West Kentucky
- Travel as needed outside Gibson Connect's service area (including some overnight stays)



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Important: This position description is not intended to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Gibson Connect, LLC reserves the right to revise this position description as needed. This position description does not constitute a written or implied contract of employment.

Effective: 05/20/2019

Revised: 06/12/2019; 01/15/2020; 6/29/20; 3/15/2023