



JOB DESCRIPTION

JOB TITLE: Help Desk Support Specialist
REPORTS TO: Wireless Service Help Desk Manager

POSITION SUMMARY:

The Help Desk Support Specialist provides Managed Services Plus clients with a high level of customer satisfaction and necessary support through an internal ticketing system. This position is responsible for helping resolve client issues and needs, act as a Tier 1 support for client ticketing system and assist with managing key accounts. This role keeps the wireless technologies that organizations rely on to do business up to date and running smoothly daily, while providing a positive overall client experience. It is important for the Help Desk Support Specialist to be able to provide answers to client and/or end user questions quickly and maintain a positive and professional demeanor at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Monitor, troubleshoot and update the internal customer ticketing system.
- Provide responsive end user help desk support for mobility related services Monday through Friday 8:00am – 8:00pm EST.
- Support for all Managed Services Plus users to successfully triage phone calls, emails and tickets.
 - Open, Respond, Track and Close all tickets in a timely manner.
 - Escalate a ticket issue when appropriate.
 - Assist with ordering and activating new lines of service, suspending lines of service, administrator upgrades or replacement devices, add or remove features through the AT&T, Verizon, Sprint, etc. Premier Portals.
 - Learn each Managed Service Plus account to properly support their needs and goals.
 - Work closely with the Managed Services Plus analyst managers to provide best practices discussed on monthly review calls.
 - Attend one client audit review call per quarter.
 - Ability to work in a fast-paced call center.
- Ability to think on your feet to provide solutions to incident and other troubleshooting tickets.
- Always accurately represent Ten4 Mobility LLC and services in a professional manner.
- Provide excellent customer service in all aspects of the relationship to our clients.
- Provide backup support to team members as needed.
- Perform other duties and responsibilities as assigned.

EDUCATION AND EXPERIENCE:

- High school diploma or general education degree (GED) required, Associates or Bachelor's Degree preferred.
- Must be customer-service oriented.
- Strong communication skills with ability to follow up clearly and effectively with others over the phone and email.
- Must possess a strong sense of urgency and attention to detail.
- Understanding of Microsoft Office, particularly Excel.
- Demonstrated ability to prioritize multiple tasks to meet deadlines.
- Demonstrated ability to work independently and interact in a collaborative manner with other team members.
- Strong critical thinking and problem-solving skills required.
- Exhibits self-motivation, the ability to multitask and pay close attention to small details.
- Experience working in ZOHO Desk, ServiceNow or other ticketing-based solutions.
- Experience with Verizon Wireless and AT&T Wireless, a plus.

About Ten4 & OpDecision

Since 1997, Ten4 (previously known as Distributed Computing, Inc. or DCi) has been focused on business communications, specializing in wired and wireless voice and data networks, billing services and nationwide monitoring. From single locations to multi-site, multi-state organizations, Ten4's goal is to help customers deploy effective, efficient and easy-to-use solutions.

OpDecision is a leading provider of corporate wireless optimization managed services. Reducing wireless expenses is our core business. Leveraging extensive cellular industry experience and inside knowledge, OpD has created a set of services which focus entirely on reducing and managing corporate and institutional wireless costs. On average, OpD is able to achieve ongoing, double-digit savings for their clients.

Equal Employment Opportunity Policy

Ten4 and OpD provide equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.