
Help Desk Support Specialist

JOB TITLE: Help Desk Support Specialist

REPORTS TO: Senior Manager, Managed Services Plus

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, providing Tier 1 support for client ticketing system and assisting with managing key accounts.

This role will work with various pods to assist with coverage for their clients, keeping their wireless technologies 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, respond and update the internal customer ticketing system in real time.
- Ensure quick and efficient triage of issues and delivery of mobility technical support services to all assigned Managed Services Plus clients.
- Provide responsive end user help desk support for mobility-related services during days/hours indicated in Offer Letter and as may be amended in writing.
 - 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.
 - Work closely with the pod Account Managers and other Support personnel, as assigned, to provide best practices as discussed on monthly review calls.
 - Work with the Senior Support Specialists and Team Leads to help resolve more complex issues requiring detailed systems and applications knowledge.
 - Attend one client audit review call per quarter.
- Stay current with IT and mobility environments, changes, and updates.
- 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.
- Perform other duties as assigned.

EDUCATION AND EXPERIENCE:

- High school diploma or general education degree (GED) required, Associate's or Bachelor's degree preferred.
- Strong customer service skills and technical phone support experience; Prior experience providing help desk support to remotely located end users (Verizon Wireless, AT&T Wireless) is a plus.
- Effective communication skills, both written and verbal, with ability to follow up quickly and clearly with others over the phone and email.
- Must possess a sound sense of urgency, self-motivation and attention to detail.
- Demonstrated ability to prioritize multiple tasks to meet deadlines.
- Capable of working independently as well as interacting in a collaborative manner with other team members.
- Working knowledge of Microsoft Office, particularly Excel.
- Experience working in ZOHO Desk, ServiceNow or other ticketing based solutions.

ABOUT TEN4 & OPDECISION

Since 1997, Ten4 (previously known as Distributed Computing) has been focused on business communications, specializing in wired and wireless voice and data networks, billing services and nationwide monitoring. Most effectively assisting multi-site, multi-state organizations, Ten4's goal is to help customers deploy effective, efficient and easy-to-use solutions. Business success depends on communication, and that's our specialty. www.opdecision.com

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Ten4 provides 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.