



Effective January 1, 2022

JOB DESCRIPTION

JOB TITLE: Customer Support Technician, Tier I
DEPARTMENT: Customer Operations
REPORTS TO: Jashondra Crockett, Director of Customer Support
FLSA STATUS: Non-Exempt

JOB SUMMARY: The Customer Support Technician role is responsible for assisting Enseo customers in all aspects regarding their installed Enseo systems. In the role of Customer Support Tech at Enseo, you will be the first point of contact for inbound customer interactions as well as the internal liaison for that customer between other Enseo Teams.

SUPERVISES: N/A

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Establish a solid foundation and understanding of all Enseo tools and services in order to effectively troubleshoot issues as well as educate customers as well as end-users (**Basic**).
- Provide attentive, patient, dedicated, and innovative technical support to customers via phone, email, and/or chat and remote management software, in a timely and professional manner.
- Be proactive to raise issues of concern and/or problems to the team and coordinate internal support to resolve issues for customers.
- Document and track all customer interactions in order to maintain accurate data records regarding specific issues and document findings and resolutions for additional knowledge base documentation within help desk management systems.
- Proactively notify and work with customers and end-users when monitored issues are detected.
- Upsell and/or suggest additional products and services to customers and end-users.
- Retrieve, review, verify, collect, record, and update customer contact information and data.
- Perform other duties as assigned.

REQUIRED SKILLS/ABILITIES:

- PC literacy with strong competency in all Microsoft Office Suite programs is essential
- Possess problem solving skills including the ability to troubleshoot hardware and software issues with clients and end-users
- Demonstrate analytical skills by identifying and objectively evaluating innovative and alternative solutions to problems
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Ability to multi-task
- Ability to function well in a high-paced and at times stressful environment
- Ability to use independent judgment in resolving various issues



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- Ability to collaborate with team members and other departments

EDUCATION AND EXPERIENCE:

Education: High School Diploma

Experience: 2 -3 years of Technical Help Desk or Customer Support

Knowledge:

- Bilingual a plus
- Knowledge of general IT, networking concepts, network fundamentals
- Knowledge of satellite technology

PHYSICAL REQUIREMENTS:

Working Conditions: This is a full-time office environment position. The ability to work evenings, weekends and be on call is essential.

Physical Activities: Occasional standing, stooping, and lifting up to 15 pounds

Physical Demands: Prolonged periods of sitting at a desk, working on a computer, and speaking on a telephone.

NOTE: This job description is not an employment agreement or contract. This job description is not designed to cover or 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.