



Commercial LNP Provisioner - Tier 1

Vyve Broadband – Shawnee, OK

Eagle, Vyve and Northland are leading broadband Internet providers serving largely non-urban communities in 16 states. A technology leader in the cable and broadband sectors, Vyve Broadband offers an extensive range of broadband, fiber connectivity, cable television and voice services for commercial and residential customers. Residential services include high-speed Internet with speeds up to Vyve Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services provides optical Ethernet, PRI and hosted voice services to the business community. Together, Eagle, Vyve and Northland serve areas of Alabama, Arkansas, California, Colorado, Georgia, Idaho, Kansas, Louisiana, Nebraska, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Washington, and Wyoming.

The Commercial LNP Provisioner – Tier I will be responsible for providing basic to moderate technical support to the Sales Teams, Sales Support, Field Technicians and customers who are having problems using/installing/troubleshooting the analogue or hosted phone products, seeing the technical support process through to resolution. This person also has the ability to determine when to escalate complex issues that they are not able to resolve on their own through the proper channels and with urgency. Enjoyment of solving complex puzzles a plus!

The duties and responsibilities include the following:

- Support basic to moderate technical support for analogue phones, basic hosted phone and related services
- Requires moderate technical knowledge of how an analogue and Hosted networks function
- Ability to complete, track and communicate Site surveys
- Enter work orders involving ported phone number and basic Hosted work orders
- Has moderate proficiency in the following programs: BBX, GLDS, Salesforce, RPX and Momentum ticketing system
- When non-routine issues arise, chooses from clear-cut courses of action for next steps or escalates
- Receive detailed instructions on all work
- Understand work is closely supervised and reviewed for timeliness, accuracy and correct procedures

Requirements

- Eagerness and willingness to learn complex technical support procedures
- Excellent written and verbal communication skills
- Ability to multitask and thrives in a fast-paced environment
- Minimum of 0 to 18 months of related experience
- Strong computer skills including solid working knowledge of Windows-based applications



- Outstanding problem solving, trouble shooting and communication skills

WE PROUDLY OFFER:

- A friendly and fun work environment
- Communication and training
- Great benefits package
- Employees that live in our markets are eligible for courtesy cable including free or reduced priced video, internet AND voice services
- A culture that encourages growth

Vyve Broadband, Northland Communications, and Eagle Broadband are equal opportunity employers and do not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, handicap, disability, marital status, veteran status, reserve or National Guard status, or any other status protected by applicable law.