



Tier I Technical Support Call Center Agent – Vyve Broadband

Job Summary:

Vyve Broadband, founded in 2012, is an innovative company serving largely non-urban communities in eight states, including Oklahoma, Texas, Arkansas, Kansas, Louisiana, Tennessee, Georgia and Wyoming. 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. Vyve was formed as a platform to provide the very best next-generation services and features available, along with a sector-leading customer experience. Residential services include high-speed Internet with speeds up to 1 Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services include optical Ethernet, PRI and hosted voice services for the business community.

Employees in this role are responsible for establishing and maintaining professional and positive relationships with customers on behalf of Vyve Broadband and ensuring issues are addressed consistently with company policies and practices.

Our employees build connections with people daily and an attitude for helping and exceeding customer expectations!

Job Description:

1. Responsible for monitoring performance of all technical swivel-seat software and operations, providing feedback to ensure customer satisfaction goals are met through all troubleshooting portals used by Vyve Broadband.
2. Resolves, username/password problems, verifying proper hardware and software setup, power cycling equipment, assisting in navigation of application menus and troubleshooting e-mail support.
3. Track and report on technical issues, network operations, outage logs, trended patterns and submit recommendations for resolutions and any employee education that will prevent trucks rolls and more consistent troubleshooting over the phone.
4. Interact with customers to provide and process information in response to inquiries, concerns and requests about Vyve products and services.
5. Identify and escalate priority issues to Tier 2 or 3 per specifications.
6. Follow up and make scheduled call backs to customers as necessary.
7. Offer alternative solutions where appropriate with the objective of retaining residential and business clients.
8. Ensure all technical complaints are handled within the company guidelines.
9. Gather customer's information and determine the issue by evaluating and analyzing the symptoms in relation to Internet, Video, Phone and various Vyve Broadband equipment.
10. Functions in support capacity and assists users with the isolation and resolution of technical issues; customer, co-workers and company. Lead root cause analysis and communicates options.
11. Maintain current and accurate monitoring statistics and performance metrics.

12. Stay current with system information, changes and updates.
13. Maintain professional working relationships with personnel from all departments and teams.
14. Deals effectively with technical escalations and situations; using appropriate interpersonal styles and methods to reduce tension or conflict.
15. Participates in special projects and performs other duties as assigned.

Work Environment:

Under general supervision, in an in-bound call center environment, Technical Support Representatives will provide technical and network problem resolution to Vyve Broadband customers (end-users) by performing diagnosis while guiding end-users through step-by-step solutions. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner that leads to ultimate customer satisfaction of our Internet, Video and Phone services within our markets.

Will work in a call center in Shawnee, OK.

Required Skills & Qualifications:

- 1 - 2 years Technical Support experience
- Proficiency with PCs, Microsoft Office Suite and intranet navigation
- Use of computers, keyboards and software applications
- Must be able to sit for 8+ hours a day answering inbound calls
- Ability to type 35 wpm
- Ability to handle multiple tasks
- Ability to toggle between several different programs and not get overwhelmed
- Excellent interpersonal skills
- High School Diploma or GED
- Associate's Degree or higher preferred

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 is an equal opportunity employer and does 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.