



**Technical Support Representative (Network and  
Computer Systems Administrator) JOB DESCRIPTION**

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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.

We are seeking an outstanding individual with technical support and customer service abilities. Each day, in our technical support center, you will have the opportunity to work with the latest technology in Digital Television, Internet, Wi-Fi, Telephone and customer premise equipment by providing technical solutions to our customers. This position is located in Hays, KS.

**Experience:**

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms.
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, CATV, Internet, Digital Phone Service and more.
- Research required information using available resources.
- Follow standard processes and procedures.
- Identify and escalate priority issues per Client specifications.
- Redirect problems to appropriate resource.
- Accurately process and record call transactions using a computer and designated tracking software.
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business.
- Organize ideas and communicate oral messages appropriate to listeners and situations.
- Follow up and make scheduled call backs to customers where necessary.
- Stay current with system information, changes and updates.

**Requirements:**

- Proper phone etiquette.
- Ability to speak and write clearly and accurately.
- Demonstrated proficiency in typing and grammar.
- Knowledge of customer service principles and practices.
- Effective listening skills.
- Proficient in diagnosing and troubleshooting problems.
- Multi-tasking capabilities.
- Proficient in computer knowledge and office productivity software.

**Competencies:**

- Customer Relations

- Problem Solving/Technical Support
- Maintain the technical/professional expertise required to do the job effectively and to create effective customer solutions.

**Salary:**

Compensation is commensurate with experience, along with a competitive benefits package including health insurance, 401K, paid time off.

**Other information:**

Applications will be accepted until the position is filled. The selected candidate will be required to pass a criminal history background check, pre-employment drug screen and motor vehicle check. Eagle Broadband is an EEO employer.

*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.*