



CUSTOMER SUPPORT TECHNICIAN JOB DESCRIPTION

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 Customer Support Technician is responsible for providing information and assistance to customers by maintaining good customer relations and treating each customer contact as a sales opportunity in a professional manner both on the telephone and in person. The position demonstrates a commitment to customer service by exceeding customers' expectations through assisting with sales, scheduling, installation, billing, problem solving and to serve as a resource as part of the technical operations team to improve system performance, ensuring customer satisfaction. This position reports to the Plant or Technical Operations Manager.

Duties and Responsibilities

- Support the CSRs, Service Techs and Account Executives in the assignment of customer premise equipment and the installation, provisioning, and porting of residential and business phone equipment and services.
- Respond to customer inquiries and provide customer support regarding computer viruses and trojans, home wiring, or wireless networking, and required operating systems necessary for quality telecommunication services, including but not limited to telephone, high-speed internet, digital television and high definition services and internet appliances.
- Field customer trouble calls and work with the customer, Network Operations Center, technical support groups and Northland's technical staff to achieve resolution. Immediately escalate unresolved issues to the Supervisor or Plant Manager as appropriate.
- Conduct house or business calls to set up modems, EMTA's, wireless networks, and trouble shoot data problems as necessary.
- Participate in duties as assigned for compliance with Northland's QA procedures as instructed by supervisor.
- Assist Customer Service Manager and Customer Service Representatives as necessary to provide quality customer sales and service including staff technical training.

Knowledge, Skills and Abilities

Technical

- Basic understanding of the operation of the headend, fiber, coaxial trunk and distribution, subscriber drop, and customer premises equipment.
- Working product, features, support and provisioning knowledge on Northland's digital television, HDTV, Internet, and business and residential phone services
- Working knowledge of the operation and use of vendor web sites for performance monitoring, troubleshooting, and provisioning of services
- Advanced computer skills including networking, troubleshooting and system configuration;
- Basic knowledge of business routers, SOHO routers and firewalls;
- Working knowledge in computer operation platforms such as Apple and legacy and current versions of Windows.;

Communication, Interpersonal, and Policy

- Competence to effectively communicate directly with customers, co-workers, vendors and management;
- Capability to use good customer service skills and ability to handle customers tactfully, courteously and professionally exercising a great deal of patience and understanding;
- Have an aptitude for organization and setting priorities to successfully manage time and workload while working independently or with a team;
- Comply with Northland policies and standards as described in the employee handbook and by management;
- Ability to utilize effective sales techniques to complete new and upgrade sales;

Working Conditions

- Must be capable of lifting, twisting, kneeling, and bending on an occasional basis to perform duties as described.
- Regularly sits and stands during working hours for prolonged periods.
- Regularly work in an office setting with and around computer equipment and in and around customer homes or offices.
- Regularly work with fluctuating customer volumes that at times may be stressful, particularly when working with customers who may become irate or impatient.
- Regularly travel short distances as needed;
- Ability to work overtime on an as needed basis.

Qualifications:

Education: High school diploma or equivalent, college education preferred.

Experience: Minimum of one year experience in cable television or customer service. Minimum two years experience in problem solving IP high-speed service and related equipment. Must possess and maintain valid driver's license and ability to maintain good driving record. Sales experience preferred.

Requirements: Completion of level 1 Northland Career Development program within 6 months of employment.

The above is a summary of responsibilities. Northland anticipates that the job responsibilities described herein may change from time to time as the needs of the system are developed.

Acknowledgment

I acknowledge that I received, reviewed and understand the job responsibilities stated above.

Print Name

Signature

Date