

Job Description: NOC *Customer Service Tech*

Position Summary:

We are seeking a hard-working, reliable, and punctual customer service tech to join our growing operation. In this role, you will be answering customer support calls in a “Level 1” support role, assisting with provisioning customer premises equipment, as well as other network operations center (NOC)-related activities. Having a team-player mentality, while being committed to maintaining a safe and a positive work environment, are essential requirements.

Responsibilities:

- Answer residential and commercial customer calls, performing level 1 support
- Escalate calls to other members of the network team and field department as required
- Provision customer premises equipment
- Assist new customers with getting services online
- Monitor network systems from NOC
- Participate in on-call rotation
- Assist with onsite/remote issue troubleshooting with residential and commercial customers
- Assist with fiber optic cable testing/troubleshooting
- Must report to ESVBA Office in Exmore, Virginia for work (non-telework position)

Candidate Qualifications

- You must be highly detail oriented
- Strong organizational and communication skills
- Self-motivated team player
- Excellent problem solving ability
- Excellent computer skills

Job Experience

- Experience with setup and troubleshooting home wireless routers a plus
- Experience in technology field
- Ability to interact with customers, vendors, contractors and other required personnel, especially over the phone

Education

- High school diploma or equivalent required