



Job Posting

Location: Kirkland, WA

Multiple positions available

Job title: Technical Support Representative I, II, III

Reports To: Technical Support Manager

Type of Position:

Full – time, non-exempt

Salary:

DOE

Posting Period:

Until filled

Purpose of Position:

Provide outstanding customer service and technical support to Wave & Astound Broadband customers.

Effectively troubleshoot with customers via telephone and email correspondence regarding Broadband Internet connectivity, Cable Television and VoIP inquiries and service issues. Ensures customer satisfaction by assisting and resolving in a wide variety of customer issues.

Responsibilities:

- Effectively troubleshoot video and data over the phone to minimize truck rolls
- Utilize billing system and other troubleshooting tools to effectively identify, resolve or dispatch customer service issues
- Resolve customer questions and concerns efficiently by actively listening, communicating clearly and concisely, and assuring customer understanding
- Process trouble call, installation, service change, and disconnect work orders according to departmental policies and procedures
- Resolve problems on the first call, with a minimum of transfers, by consistently improving personal technical knowledge and understanding
- Resolve billing and payment issues, when overflow is required, by building a rapport with the customer, and by consistently improving billing system knowledge and understanding
- May provide 2nd level support for TSR I & 2 level employees as applicable with position
- May monitor call traffic and ensure appropriate phone coverage during shifts and breaks as applicable
- Other duties as assigned or required

Qualifications:

- High school diploma or equivalent
- Strong interpersonal skills with the ability to relate to customers, peers, and management. Is positive, pleasant, and respectful
- Thorough knowledge of cable and data products and services
- Ability to learn and retain new information and concepts quickly
- Ability to diagnose and solve problems
- Ability to follow direction and follow through
- Proven good judgment and proactive decision-making skills
- Must be familiar with Internet and software applications
- Must be able to work any shift, day or night
- Ability to type 35 WPM

- Spanish speaking a plus!

Diverse Workforce / EEO:

Wave recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. Wave requires a drug test, background check, employment and education verification as conditions of employment. Wave Broadband is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply:

Candidates may submit cover letter and resume to hrmgr@wavebroadband.com (please include job title and location of position applied for in your email)