technical Support Representative

**JOB AVAILIBILITY**

**JOB SUMMARY**

Facilitates interactions with customers in accordance with the Company’s service delivery strategy. Establishes rapport and promotes effective relationships, upholding Blue Streams’ commitment to the customer experience.

Responsible for accurately and confidently trouble shooting customer inquiries. This position requires effective use of soft skills, including active listening and problem-solving skills, professional communications and internal/external customer interactions. Exercises sound judgment with the scope of their empowerment, and acts in the best interest of both the company and the customer.

**DUTIES AND RESPONSIBILITIES**

* Answer incoming calls regarding technical questions and problem resolution related to Blue Stream products as well as customer equipment.
* Handle billing overflow calls.
* Work to minimize and/or reduce truck rolls.
* Offers Blue Stream products and services to meet customer needs.
* Exercises sound judgment within the scope of their empowerment, and acts in the best interest of both the customer and company.
* Diagnose network and service issues, following them through to resolution and draw conclusions based on data, take-action consistent with facts, constraints and probable consequences
* Recognize and consistently react to situations that require you to be proactive
* Accurately assess and apply severity standards to network impairments and failures
* Accurate and consistent ability to assess and make decisions with regard to resource prioritization
* Deliver consistent and superior customer experience
* Keep leadership team aware of escalations and resolution status
* Secures customer acknowledgement of resolution for escalated customer reported events
* Demonstrates active listening skills. Ensures mutual understanding and effective communication of information.
* Represents the company in a positive, professional manner.
* Minimizes need for further customer escalation.
* Regular, consistent and punctual attendance. Must be able to work nights, weekend, holidays, variable schedule(s) and mandatory overtime as business dictates

**NECESSARY SKILLS**

* Mathematics, dexterity, communication, problem solving

**EDUCATION**

* High School or Equivalent

**PHYSICAL REQUIREMENTS**

* Ability to lift up to 25 lbs.
* Ability to prioritize and organize effectively
* Ability to reach with hands and arms, to bend, to talk and hear, and to read and use a computer
* Ability to read, write and speak the English language
* Ability to use and manipulate objects such as paper, pencils, keyboards and mouse
* Ability to wear telephone head set for prolonged periods of time
* Ability to work independently
* Ability to work while seated for prolonged periods of time
* Knowledge and ability to use the following office equipment: computer, telephone. copier, fax, calculator and stapler
* Knowledge of basic mathematics
* Knowledge of common phone etiquette
* Vision ability: close vision, peripheral vision and ability to adjust focus

Qualified candidate will be required to consent to pre-employment screenings to include background check, drug screening and driving record.

Blue Stream is an **Equal Opportunity Employer** and Prohibits Discrimination and Harassment of Any Kind: Blue Stream is committed to the principle of **equal** employment **opportunity** for all employees and to providing employees with a work environment free of discrimination and harassment



**APPLICATION FOR EMPLOYMENT**

**Personal Information**

|  |  |
| --- | --- |
| Full Name: Click or tap here to enter text. | Date: Click or tap here to enter text. |
| Street Address: Click or tap here to enter text. | Position Applying for: Click or tap here to enter text. |
| City: Click or tap here to enter text. | Phone #: Click or tap here to enter text. |
| State: Click or tap here to enter text. | Zip Code: Click or tap here to enter text. | Email: Click or tap here to enter text. |
| If you are under 18 years of age, please specify your age: Click or tap here to enter text. |
| Are there any days, shifts or hours you will not work? \* Yes [ ]  No [ ] If yes, please explain:  |
| Are you available for out of town work? \* Yes [ ]  No [ ]  Will you work overtime, if required? \* Yes [ ]  No [ ]  |
| \*Note: It is not necessary for you to identify unavailability for work because of religious observance or practice or any other protected classification. Subsequent to any job offer, we will consider whether a reasonable accommodation can be made. |
| When will you be able to start work? Click or tap here to enter text.  |
| How did you learn of the Company? Click or tap here to enter text. |
| Have you ever applied or worked for the Company before? Yes [ ]  No [ ]  Provide date if yes: Click or tap here to enter text.  |
| Are you legally authorized to work in the United States? Yes [ ]  No [ ]  |
| Will you now or in the future require sponsorship for employment visa status (e.g., H-1B visa status)? Yes [ ]  No [ ]  |

Note: The Federal Immigration and Reform and Control Act of 1986 requires that a DHS Employment Eligibility Verification “Form I9” be completed for every new hire and that within 3 business days of beginning work every new hire must present to the employer documentation establishing his/her identity and authorization to work. This federal requirement must be satisfied as a condition of employment.

**Driving Record**

Answer only if driving is a requirement of the job for which you are applying.

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| Do you have a valid driver’s license? Yes [ ]  No [ ]  State: Click or tap here to enter text. |
| License Number: Click or tap here to enter text. |
| Have you had any tickets? Yes [ ]  No [ ]  |
| If yes, please explain: Click or tap here to enter text. |

Blue Stream fully subscribes to the principles of Equal Employment Opportunity. It is our policy to provide employment, compensation, and other benefits related to employment based on qualifications, without regard to race, color, religion, national origin, age, sex, veteran status, genetic information, disability, or any other basis prohibited by federal, state or local law. In accordance with requirements of the Americans with Disabilities Act and applicable federal, state and/or local laws, it is our policy to provide reasonable accommodation upon request during the application process to applicants in order that they may be given a full and fair opportunity to be considered for employment. As an Equal Opportunity Employer, we intend to comply fully with applicable federal, state and/or local employment laws and the information requested on this application will only be used for purposes consistent with those laws. To the extent required by applicable law, The Company maintains a smoke-free drug free workplace.

**Education**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name, City and State** **of Educational Institution** | **Graduated** | **If no, Degree** **Credits Earned** | **Type of Degree****Received or****Expected** | **Major** | **Minor** |  **Grade Point/Overall GPA** |
|  | **Yes** | **No** |  |  |  |  |  |
| High School |[ ] [ ]  Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| College or University |[ ] [ ]  Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Technical/GED |[ ] [ ]  Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Licenses/Certification/Other |[ ] [ ]  Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

**Employment History**

Please complete for all full-time or part-time employment beginning with most recent employer. You may include as part of your employment history any verified work performed on a volunteer basis. All applicants should start with their most recent job, include military assignments and voluntary employment.

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| --- |
| Company Name: Click or tap here to enter text. Telephone: Click or tap here to enter text. |
| Address: Click or tap here to enter text. |
| Name of Supervisor: Click or tap here to enter text. May we contact: Yes [ ]  No [ ]  |
| Dates employed from: Click or tap here to enter text. To: Click or tap here to enter text.Rate of Pay: Start: Click or tap here to enter text. Last: Click or tap here to enter text. |
| State job titles and describe job duties: Click or tap here to enter text. |
| Reason for leaving: Click or tap here to enter text. |
| Company Name: Click or tap here to enter text. Telephone: Click or tap here to enter text. |
| Address: Click or tap here to enter text. |
| Name of Supervisor: Click or tap here to enter text. May we contact: Yes [ ]  No [ ]  |
| Dates employed from: Click or tap here to enter text. To: Click or tap here to enter text. Date of Pay: Start: Click or tap here to enter text. Last: Click or tap here to enter text. |
| State job titles and describe job duties: Click or tap here to enter text. |
| Reason for leaving: Click or tap here to enter text. |

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| --- |
| Company Name: Click or tap here to enter text. Telephone: Click or tap here to enter text. |
| Address: Click or tap here to enter text. |
| Name of Supervisor: Click or tap here to enter text. May we contact: Yes [ ]  No [ ]   |
| Dates employed from: Click or tap here to enter text. To: Click or tap here to enter text. Rate of Pay: Click or tap here to enter text. Start:Click or tap here to enter text. Last: Click or tap here to enter text. |
| State job titles and describe job duties: Click or tap here to enter text. |
| Reason for leaving: Click or tap here to enter text. |
| Have you ever been discharged or asked to resign from employment? Yes [ ]  No [ ]  |
| If yes, explain: Click or tap here to enter text. |
| Did you receive any disciplinary action in your last 12 months of employment with your previous employers? Yes [ ]  No [ ]   |
| Have you signed any non-competition or non-solicitation agreement or any other kind of agreement with any other employerthat might restrict you from working for the Company (you will be required to furnish a copy of the agreement if you are being consider for hire)? Yes [ ]  No [ ] If yes, please explain: Click or tap here to enter text. |

**Professional Reference**

(Please list three individuals unrelated to you with whom you have worked who know your qualifications for this position.)

|  |  |  |  |
| --- | --- | --- | --- |
|  Name |  Address |  Phone |  Relationship |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
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| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

**Military**

(Complete only if you served in the military.)

|  |  |
| --- | --- |
| Branch of Service:Click or tap here to enter text. | Number of Years/Months of Service:Click or tap here to enter text. |
| Rank at Discharge:Click or tap here to enter text. | Date of Discharge:Click or tap here to enter text. |
| Describe any military skills, training or experience you believe are relevant to the job you applied forClick or tap here to enter text. |

**Applicant’s Acknowledgement**

I certify that the answers given herein and during the entire application process (including but not limited to any criminal record inquires made following this application, resumes, attachments to the application, interviews or otherwise (if applicable) are true and complete to the best of my knowledge. I understand that any misrepresentations, omissions of facts or incomplete answer during the application process may disqualify me from further consideration for employment. I further understand that, if employed, any misrepresentations or omissions of facts during the application process may be cause for my dismissal at any time without prior notice.

I consent to and authorize the Company and ADP TotalSource to contact my former employers, references, and any and all other persons and organizations for information bearing upon my qualifications for employment. I further authorize the listed employers, schools and personal references to give the Company or ADP TotalSource (without further notice to me) any and all information about my previous employment and education, along with any other pertinent information they may have and hereby waive any actions which I may have against either party(ies) for providing a good faith reference.

I expressly agree and understand that, if employed, my employment is not for a specific term, is based on mutual consent and may be terminated by me or the Company or ADP TotalSource with or with notice or cause at any time. I further understand that no oral promise, employer policy, custom, business practice or other procedure (including the basic employment policies, personnel handbook or any personnel manuals) constitutes an employment contract or modification of the at-will employment relationship between me and the company or ADP TotalSource.

I also understand that my at-will employment status with the Company may only be altered in an individual case or generally in a writing signed by the owner, president or CEO of the company and that my at-will status with ADP TotalSource may only be altered in an individual case or generally in a writing signed by the president of ADP TotalSource.

I understand that I may be required to qualify for employment based on additional employment criteria. For example, I may be required to take job-related tests; take a driver’s examination; submit to a background investigation or take a pre-employment drug test. If I am offered employment or start work before any required test is completed, I understand that my employment is contingent on a satisfactory result on all required test. I authorize the Company and ADP TotalSource to release the results of background check (if any) and my pre-employment drug/alcohol test (if any), any information on this application and any relevant information about me to each other ADP TotalSource clients for whom I have applied for employment, and release the Company, ADP TotalSource and its clients from any and all claims related to the lawful release of this information. I further authorize the release of any background check results and of any drug/alcohol test to any state or federal authority requesting such information and in response to a valid subpoena or other legal document. I agree to sign any additional forms necessary for pre-employment checks and/or tests to be conducted.

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| --- | --- |
| Signature: Click or tap here to enter text. | Date: Click or tap here to enter text. |