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

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.