



Job Description

Location: Spectrum/CondoInternet Division – Seattle, WA

Job title: Customer Support Representative Wave G

Reports To: Operations Manager

Type of Position:

Non-Exempt

Salary:

DOE, Hourly

Posting Period:

Purpose of Position:

Function as a customer support representative. Provide support to customers with technical and billing issues, as well as answer questions about our service to potential customers. Sign new customers up, schedule installations, minimize troubleshoot truck rolls by thoroughly investigating the root cause of issue and resolving remotely. Represent the company to the highest standards.

Responsibilities:

- Technical Support – Via phone and/or email, assist customers with issues including but not limited to:
 - Connectivity loss
 - Static IP's
 - Equipment configuration (routers, switches, media devices)
 - VoIP and email accounts
- Configuration of customer ports
- Test returned equipment to verify functionality for use in the field
- Document all contact activity, including troubleshooting steps and problem resolution, through our ticketing system.
- Schedule installations for service

Minimum Qualifications:

- Basic understanding of the physical layer, CAT 3/5, 66 blocks, 110 blocks, patches panels, multi-mode fiber, etc.
- Positive personality and conversation skills.
- Ability to talk effectively to technical and non-technical individuals.
- Superior troubleshooting skills.
- Basic understanding of home networking equipment, routers, switches, VoIP devices, Roku, Apple TV, etc.

Essential Job Functions:

- Be proficient in both PC and Mac Operating systems and troubleshooting.
- Proficient in network technologies and troubleshooting.
- Basic understanding of TCP/IP.
- Familiarity with router IP configuration.

- Excellent written, organizational and oral communication skills.
- Dedication to immediate and thorough responsiveness.
- Ability to "think on your feet" and adapt to changing priorities.
- A talent for multitasking and continuously changing priorities.
- A passion for excellence, high energy and a drive to get the job done right the first time.

Diverse Workforce / EEO:

WaveDivision Holdings (WDH) 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. WDH requires a drug test, background check, and employment / education verification as a condition of employment. WDH 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: Interested candidates may send a cover letter and resume to hrmgr@wavebroadband.com (please include the job title and location in the subject line of your email)