

JOB DESCRIPTION NO. LOR-21

POSITION TITLE: **Technical Support Specialist**

REPORTS TO: **Central Office Supervisor**

FUNCTION: **Assists in the operation of the Customer Support by providing a point of contact for customers reporting troubles or service issues for any Loretto Telecom and/or SkyBest products and services to achieve optimal first call resolutions. Performs trouble shooting and diagnosis customer troubles including Hosted VOIP Business systems and Med Alert.**

Date Revised:

7/18/2025

Approved:

General Manager

Supervisor

1. TYPICAL DUTIES

- A.** Answers incoming calls for the Customer Support.
- B.** Receives trouble calls from customers and prepares trouble reports. Enters trouble reports in the trouble records system.
- C.** Maintains a thorough knowledge of all services and products in order to support customers, answer questions, and resolve service affecting issues.
- D.** Supports and troubleshoots service issues by asking specific questions to fully understand any related problems with customer technology-based services by talking customers through series of actions to resolve issues timely and accurately over the phone.
- E.** Knowledgeable with various copper and FTTP facilities, programs, and equipment such as the Voice switch, Calix and Hosted VOIP to diagnose and repair technical service issues with voice, features and Broadband.
- F.** Maintains high level of customer satisfaction by obtaining first-call resolution that eliminates the need for a second call by the customer and/or unnecessary truck rolls.
- G.** Supports the roll-out of new services, features and applications.
- H.** Assists technicians with testing for troubles.
- I.** Dispatches trouble calls to appropriate trouble sector technicians.
- J.** Test and refurbish copper and fiber routers and gateways.
- K.** Contacts customers to follow-up on repair work and provides timely customer feedback.
- L.** Assists supervisor with constant monitoring of the pending trouble screens in the trouble reporting system.

2. PERIODIC DUTIES

- A. Prepares various Customer Service Department reports.
- B. Attends workshops, training sessions, and meetings as requested by supervisor.
- C. Performs other duties as requested by supervisor.

3. EQUIPMENT OPERATED

- A. Operates office equipment, personal computer, and telephone and voice mail system.
- B. Operates company vehicle.

4. JOB KNOWLEDGE, TRAINING, EXPERIENCE

- A. Employee must learn to perform duties by observation and through training given by others in the specific work areas. Employee must possess organizational skills.
- B. Ability to type and a background in computers are required. Knowledge of word processing, databases, and spread sheet.

5. AUTHORITY

- A. Employee acts upon direct instruction without continuous supervision.
- B. Work is structured to allow employee to proceed with duties, working within company policies and practices.

6. PHYSICAL EFFORT

Usually sitting at workstation.

7. WORKING CONDITIONS

Work is normally in an office environment. Minimal outside work and travel is required.

8. REPORTING

None

9. OTHER FEATURES

- A. Receiving trouble reports can sometimes require working with an irate customer. Tact and patience are required to project a good company image. A good telephone personality is essential.
- B. Confidentiality and honesty are necessary in performing the job duties.
- C. A large portion of employee's time is given to processing trouble reports and plant record data, and accuracy is required.
- D. Employee must develop a good work relationship with personnel throughout the service area to ensure the timely completion of work requirements for customer satisfaction.
- E. Employee must become proficient in provisioning and troubleshooting services in various equipment.
- F. Employee must understand outside plant facilities.
- G. Employee must work in accordance with safe work practices at all times.

The work described includes the overall function of the job but is not considered a detailed description of every single duty of the employee. This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, or working schedules based on their duty to accommodate individuals with disabilities.

**ADDENDUM TO
JOB DESCRIPTION**

**PHYSICAL, SENSORY, AND ENVIRONMENTAL REQUIREMENTS
TO PERFORM ESSENTIAL JOB DUTIES**

A. PHYSICAL REQUIREMENTS

1. Lifting: Minimal
2. Carrying: Minimal
3. Pushing/Pulling: Not Necessary
4. Use of Equipment: Office Equipment; Personal Computer; Telephone & Voice Mail System, Vehicle
5. Sitting: Continuously
6. Standing: Not Necessary
7. Walking: Not Necessary
8. Bending: Not Necessary
9. Stooping: Not Necessary
10. Crawling: Not Necessary
11. Climbing: Not Necessary
12. Reaching Above Head: Not Necessary
13. Grasping: Both Hands – Occasionally
14. Fine Manipulating: One Hand – Frequently; Both Hands - Occasionally

B. SENSORY REQUIREMENTS

1. Eyesight:
 - a. Normal/Corrected – Necessary
 - b. Close Eye Work - Necessary
2. Hearing:
 - a. Normal Tones – Necessary
 - b. Soft Tones - Not Necessary
3. Distinguish Smells: Not Necessary
4. Distinguish Tastes: Not Necessary
5. Distinguish Temperatures:
 - a. By Touch - Not Necessary
 - b. By Proximity - Not Necessary

C. ENVIRONMENTAL REQUIREMENTS

1. Exposed to Marked Changes in Temperature: Not Necessary
2. Outside Work: Not Necessary
3. Exposure to Dust, Fumes, Water, etc.: Not Necessary
4. Exposure to Mechanical, Electrical and/or Chemical Hazards: Not Necessary

D. OTHER FEATURES

1. Reading, Writing and Math Capabilities Are Required.
2. Technology or Equivalent Office Experience is Required.
3. Organizational Skills.
4. Good Verbal Communication Skills Are Necessary, and Good Telephone Personality is Essential.
5. A Valid Driver's license is Required.
6. Safety Practices Must Be Understood and Observed.