

POSITION: Network Engineer Level 1

Expert Technology Associates is a recognized leader in sales, consulting and on-going support of voice and data technology systems is looking for a Network Engineer Level 1 to join our IT (Information Technology) team.

Description of Responsibilities:

Responsible for resolving incoming telephone, email and automated ticket requests for technical assistance ranging from switch, Router, Firewall, Internet and Carrier Services. This may include configuration changes, upgrades, troubleshooting and post sales support. Consistent customer care, quality standards, and reporting requirements are core competencies of this position. The ability to quickly adapt to changing priorities and fluctuations in workflow are requirements of the Network Engineer.

Additional Responsibilities include:

- Act as helpdesk technician for post sales technical support
- Provide comprehensive technical support services to customers
- Manage and monitor NOC automated processes and maintenance
- Work within Service level Agreements, including but not limited to response, notification, escalation, etc.
- Manage support/trouble tickets for customers data, IT and carrier
- Take all steps to troubleshoot issues reported and resolve or escalate to the appropriate contact.
- Use all available knowledge management tools.
- Take all necessary steps to ensure customer satisfaction
- Create and submit detailed documentation of customer interactions. Accuracy, thoroughness, and timeliness are key
- Confirm and update customer profile information as needed.
- Perform customer support related tasks and special projects as assigned by management
- Continually train, attain and maintain certification in projects and services relevant to ETA's offerings.
- Liaise as necessary interdepartmentally to seek resolutions to all issues reported
- Complete appropriate paperwork such as work Orders, Expense Reports, Education Reimbursement forms, Etc.

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SPECIFIC TASKS:

- Technical Support for customers
- Remote Service Calls
- Remote Diagnostics
- Work on helpdesk tickets and internal support tickets
- Input tickets and track calls until resolved
- Technical support for Technicians
- Filling out all call tickets after every job
- Do whatever it takes to make the customer happy and ETA successful

REQUIRED SKILLS

- Excellent customer communication skills, both oral and written
- Communicative skills to convey a situation in a professional and logical manner
- The ability to prioritize multiple assignments and meet deadlines
- Strong organizational, administrative & time management skills
- Proficiency with switches, routers and firewalls.
- Minimum of 2 years of previous call center, or customer service experience preferred

The Right Candidates will Benefit From:

- Full benefits package including disability and life insurance
- 401 K program
- Ongoing training, support and development including education reimbursement.

If you have integrity, a caring attitude and work hard, please send your resume to itcareers@expertta.com to be considered for this position.