

GCET

GREENFIELD COMMUNITY ENERGY & TECHNOLOGY

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Customer Service/Sales Technician

Organization: GCET

Division: N/A

Appointing Authority: GCET General Manager

Grade: G1

Revision Date: 7/11/23

Bargaining Unit: NR

PURPOSE OF THE POSITION AND CLASSIFICATION

The Customer Service/Sales Technician reports to the Operations Manager. This is a versatile, high profile position responsible for providing Wi-Fi and fiber network, Customer Premises Equipment, and services support to our customers. The position will provide assistance to our residential and business customers either by phone or internet or in person at our downtown office. Primary responsibilities for this position include troubleshooting and providing end-user guidance on the functions and features of our Internet, VoIP, Streaming TV, and private WAN services. This position is classified as a full time office position. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

RESPONSIBILITIES

- Provides helpdesk support and resolves problems to the end-user's reasonable satisfaction
- Front line of support for all Customer Premises Equipment (CPE), software and billing issues
- Documents incidents and resolutions, escalates incidents when necessary to the Operations Manager or Network Technician
- Assists with CPE setup and account activation
- Assists with onboarding of new users
- Monitors and responds quickly and effectively to requests received through the web interface
- Incident Management
- Logs all incidents and user contact in a problem tracking system
- Places service calls to Level 2 Support; monitors and tracks the call until issue is resolved
- Follows-up with customers to make sure their problem/request is resolved
- Stays informed and current with all procedures for systems and equipment
- Provides assistance to various projects
- Provides clerical and other support for Operations, Finance and Sales & Marketing
- Provides rotational After Hours support
- Perform other related duties as required

QUALIFICATIONS

- Superior people skills
- Ability to communicate effectively
- Ability to follow oral and written instructions
- Ability to work independently
- A minimum of 1-2 years of Incident Management experience or Customer Service experience
- Knowledge of computer terminology, symbols, principles and theories
- Knowledge of Wi-Fi networking terminology, symbols, principles and theories