

Career Opportunity

Senior Technical Support Professional (On-Contract)

JOB SUMMARY

The **Senior Technical Support Professional** is responsible for providing Technical Support and Case Management for Amplia's customers by responding to inquiries via phone and e-mail and ensuring that all technical issues are resolved in keeping with company standards.

MAIN RESPONSIBILITIES

- ❖ Responsible for providing quality technical support on complex escalated issues with customers.
- ❖ May assess needs and suggest/promote alternative products or services.
- ❖ Review, update and follow up on active cases assigned to the CSR Team within 24hrs of them being opened.
- ❖ Ensure that 100% of opened cases assigned to the CSR Team are resolved within 48hrs.
- ❖ Analysis of, reporting on and making and/or instructing corrective action on resolved cases from the previous day, that are not in compliance with established troubleshooting Policies and Procedures.
- ❖ Escalating instances of non - adherence to the Case creation process and troubleshooting steps to the Customer Operations Leadership Team.
- ❖ Review all cases that are to be escalated to the NOC, prior to escalation.
- ❖ Trending and Analysis of Customer's Issues vs. Resolution on a weekly and monthly basis.
- ❖ Training of New Hires on the process of Case creation, resolution and updating as needed.
- ❖ Review cases and escalate issues based on observed trends/symptoms experienced by customers.
- ❖ Partnering with Engineering to investigate and resolve the root cause of multiple service issues customers experience as needed.
- ❖ Prepare and distribute technical notices containing known issues, work arounds, root causes and resolutions as necessary.
- ❖ Maintain advanced technical knowledge of the company's products and services.
- ❖ Ensure all HSE assigned Key Performance Indicators (KPIs) are fulfilled on a continuous basis.



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REQUIREMENTS

- ❖ Associate Degree in Computer Science, Information Technology, Information Systems or equivalent job knowledge could be an asset. Contact Centre experience, inbound and outbound/telemarketing could be an asset.
- ❖ Comptia Network + Certification or Certified Cisco Network Associate (CCNA).
- ❖ Experience troubleshooting complex FTTH, connectivity issues.
- ❖ Required to work on a 24hr rotational shift system that includes 4x10 overnight shifts, weekends and public holidays.
- ❖ Industry experience strongly desired.
- ❖ Proven track record of success in similar role.

INTERESTED CANDIDATES CAN FORWARD CV TO:

AMPLIA Human Resources at: vacancy@amplia.co.tt no later than May 18, 2023

A large green parallelogram graphic with a thick border, containing the website address.

www.amplia.co.tt