

Career Opportunity

Technical Support Professional - CORE (On-Contract)

JOB SUMMARY

The **Technical Support Professional (CORE)** is responsible for providing technical support for Amplia Communications' customers by responding to inquiries via phone and e-mail. This encompasses troubleshooting customer's reported problems, educating new customers, escalating issues as needed and promoting the organization's products and services.

MAIN RESPONSIBILITIES

- ❖ Responsible for providing quality technical support to customers and to installation and service personnel who are having problems using the company's products. May assess needs and suggest/promote alternative products or services.
- ❖ Deliver prompt and professional solutions for customer inquiries via phone, email, online chat etc.
- ❖ Utilize interviewing techniques with customers, simplifying complex information into easy-to-understand questions.
- ❖ Maintain advanced technical knowledge of the company's products and services.
- ❖ Upsell and cross-sell products and services to customers when appropriate.
- ❖ Follow up in a timely manner to ensure customer satisfaction.
- ❖ Upgrade, downgrade, transfer and reconnect service. Answer basic billing questions (such as non-pays) and process payments.
- ❖ May be required to attend and work company events providing face to face support, troubleshooting, and demonstrating company products.
- ❖ Ensure adherence to applicable HSE legislation and policies as far as reasonably practicable.
- ❖ Commit to attending all required HSE training.
- ❖ Ensure all HSE assigned Key Performance Indicators (KPI's) are fulfilled on a continuous basis.
- ❖ Performs any other duties related to the job function.
- ❖ Answer inbound calls to the Customer Operations Department when needed.
- ❖ Provide face to face assistance to customers with queries at Head Office
- ❖ May be required to attend and work company events providing face to face support and demonstrating company products.

REQUIREMENTS

- ❖ Associate Degree in Computer Science, Information Technology, Information Systems, or equivalent job knowledge is an asset.
- ❖ Contact Centre experience, inbound and outbound/telemarketing is an asset.
- ❖ 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.
- ❖ Exemplary Attendance and Punctuality.
- ❖ Ability to handle difficult customer situations and drive positive customer experience.
- ❖ Ability to enforce company policies empathetically.
- ❖ Excellent attention to detail and multi-tasking ability.
- ❖ Must possess strong computer skills and demonstrate proficiency and experience utilizing Microsoft Suite and CRM software.
- ❖ Must possess superior customer service skills and proficient reading comprehension.
- ❖ Excellent time management and organizational skills.
- ❖ Adaptable to changing environments.
- ❖ Positive Team Spirit, enthusiastic with a strong aptitude and a positive "can do" attitude.
- ❖ Must possess effective communication skills.
- ❖ Excellent analytical and problem-solving skills.
- ❖ Must be able to work quickly and efficiently in time sensitive, high-pressure situations.

INTERESTED CANDIDATES CAN FORWARD CV TO:

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



www.amplia.co.tt