

Position Title: Technical Support Technician

Status: Non-Exempt

Department: Technical Support (NOC)

Report To: Technical Support Manager

General Summary:

The Technical Support Technician (NOC Level I) position will be a key position within the Company's Network Operations Center. This person will be responsible for providing Level I and potentially some Level II troubleshooting and technical assistance in the areas of our voice-switched, optical transport and Internet and IP based networks for both our ILEC and CLEC operations. This person will directly report to the Technical Support Manager and will interface with the other work groups as needed.

Essential Job Functions:

Basic overall:

- Clearly documenting ALL calls via our Ticketing System.
- Communicating complex technical issues to customers in an easy to understand manner.
- Respond professionally and proficiently to internal and external customers.
- Perform customer call backs as appropriate and small business customer support.
- Proactively monitor all in-service Systems and respond to major events appropriately.
- Ability to work in a fast-paced environment and multi-task proficiently.

Level I Support:

- Answer incoming Customer repair calls.
- Be the first point of contact for our customers concerning technical / small business account support.
- Perform duties as ILEC and CLEC Dispatcher.
- New installation setup – data and/or voice.
- Resolve customer complaints of any type.
- Trouble ticket processing data and voice customers.

Level II Support (If so required):

- Escalate issues to Verizon, Dispatch, Inside Plant, Engineering groups or where ever required in a timely fashion.
- DSLAM, E-mail, and voice switch provisioning.
- Maintain and supply timely updates for open trouble tickets in terms of accurate trouble tracking and resolution information. This person will be the "owner" of any trouble tickets assigned until all issues have been resolved, escalated, or that the customer is satisfied that everything is back in working order.
- Maintain interaction with customers directly during the troubleshooting process. This will involve working with a customer over the phone in either troubleshooting a problem or providing technical assistance directly or by coordinating additional resources to resolve troubles. Regular updates of troubleshooting progress shall be given to the customer and recorded in the trouble ticket.
- Performs all other related duties as assigned by management.*

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Experience in troubleshooting at least one of Dialup internet, support Transport and Voice-switched services or IP Network technology.
- Experience in Microsoft Excel, Word, Access, Visio and WAN/LAN technology is preferred.
- Knowledge of telecommunications technology, products and services.
- Must have strong self-motivational skills as well as possess administration, coordination and prioritization abilities.
- Knowledge of company products and services.
- Skill in operating various office equipment such as personal computer and telephone systems.
- Skill in identifying and resolving subscriber problems.
- Skill in oral and written communication.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments in a fast-paced, changing environment is also necessary.
- Ability to pay close attention to detail.

Education and Experience:

Associates degree or equivalent experience plus one to three years telecommunications experience.

Physical Requirements:

| PHYSICAL REQUIREMENTS | 0-24% | 25-49% | 50-74% | 75-100% |
|---|-------|--------|--------|---------|
| Seeing: Must be able to read computer screen and various reports. | | | | X |
| Hearing: Must be able to hear well enough to communicate with employees and industry contacts. | | | | X |
| Standing/Walking: | X | | | |
| Climbing/Stooping/Kneeling: | X | | | |
| Lifting/Pulling/Pushing: | X | | | |
| Fingering/Grasping/Feeling: Must be able to write, type, and use phone system. | | | | X |

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

OTELCO is an equal opportunity employer and does not discriminate on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.