

JOB TITLE:	Customer Experience Support Technician
REPORTS TO:	Customer Experience Manager
DIRECT REPORTS:	None
OVERVIEW:	<p>This position requires SIP support experience with excellent communication skills, attention to detail, and a desire to assist our customers.</p> <p>We provide our customers with Uncommon Service in a 7/24 support model. The Customer Experience Support Tech's primary responsibility is to resolve customer issues in a quick and accurate manner. The applicant should have a technical background and knowledge with SIP. A successful CE Support Tech will learn additional skills to become a subject matter expert for all Company product lines.</p>
RESPONSIBILITIES/DUTIES:	<ul style="list-style-type: none"> • Ensure the highest level of customer satisfaction • Investigate and troubleshoot customer issues across all product offerings: SIP Trunking, Managed SIP Trunking, nVFax • Answer telephone calls and emails from Customers and Partners and create/update support tickets according to documented processes and procedures • Ability to answer general questions regarding account access, billing and order services • Acknowledge and troubleshoot alarms for Managed SIP Trunking Customers • Work on multiple projects including, but not limited to, E911, International & Domestic Fraud, Trunk Redundancy • Other duties as assigned
REQUIRED SKILLS:	<ul style="list-style-type: none"> • 4-year college degree or equivalent work experience • 3+ years isolating and identifying SIP messages • 3+ years' experience in a customer-facing role • Experience with TCP/IP, DNS, DHCP, IP routing and VoIP devices • Excellent analytical, troubleshooting and customer services skills (written and verbal) • Ability to quickly learn and adapt in an ever-changing environment • The SIP School SSCA and SSVP Certifications preferred • Additional experience with Adtran, Linux, VeloCloud / SD-WAN, Microsoft Teams, etc. • Experience with alarm / network monitoring, i.e. PRTG, Zabbix • Experience with Ticketing and Billing Software, i.e. Zendesk, Kayako, Rev.io