



**D & P COMMUNICATIONS**

4200 Teal Rd. Petersburg, MI 49270

## Technical Support Representative

D & P Communications has an immediate opening for a full-time Technical Support Representative.

### Responsibilities

- Serve as the first point of contact for customers seeking technical assistance over the phone, email, chat and in person.
- Perform troubleshooting through diagnostic techniques and by asking pertinent questions.
- Determine best solution to trouble reports using correct internal systems and processes.
- Effectively lead the customer through the problem-solving process, maintaining a professional and courteous phone manner.
- Provide accurate information to customers about services and timelines, properly setting expectations.
- Record events and ongoing issues in trouble ticket logs.
- Close out issues by updating customer status and systems information.
- Provide customer feedback and notice of ongoing issues to team and management.
- Participate in the provisioning and configuration of customer equipment and server profiles, as well as information upkeep, across all technologies.

### Qualifications, Experience and Training:

- Proven experience as a helpdesk technician or another IT customer support role preferred.
- Demonstrable technical ability with a working knowledge of internet technologies and best practices.
- Understanding of computer systems, devices, and how Internet and telecom services are deployed and maintained.
- Willingness to learn and expand knowledge to provide IT support in the areas of Cable/Video, Internet, and Voice services, as well as Managed IT services. Needs to be able to learn and adapt to many different deployments and troubleshooting platforms relevant to these services.
- Ability to efficiently diagnose and resolve complex technical issues.
- Excellent verbal and written communication skills.
- Customer oriented.
- Training/Experience in an IT related field preferred.

### Physical Requirements

- Ability to occasionally push/lift 25+ pounds.
- Occasionally ascend/descend a ladder to adjust equipment.
- Bending at the waist, sitting, kneeling, climbing, walking, crouching, and reaching overhead as job may require.
- Regularly required to sit, use repetitive motion, type, and communicate over the phone and in-person.
- Must have a valid driver's license.

Please submit resumes to: [jobs@d-pcomm.com](mailto:jobs@d-pcomm.com)