



Cbeyond, a mid-sized managed service provider, based out of Atlanta, Georgia is opening a new customer support center in Denver, Colorado in Q3. This is a great opportunity to join a dynamic, growing company in the telecommunications industry!

About Cbeyond:

Using Voice over Internet Protocol (VoIP) and a 100% Cisco network, Cbeyond delivers to small business customers (an entrepreneurial class of customer with 4-200 employees - generally using 4-48 phone lines) an integrated package of high quality local and long distance telephony services, high-speed, T-1 Internet access and Internet-based applications for about the same price that small businesses typically pay for local and long distance phone service alone.

Our Mission: To deliver "big business" communications services to small business customers at prices they can afford and that we can deliver profitably.

Our Vision: To be the last communications company a small business will ever need.

Our Character: The Character of Cbeyond is to Care Relentlessly, Act Graciously, Lead Courageously and Learn Continuously. It's the simple promise we make to each other, our customers and our communities

We currently have 15 openings in our Tech Support group in our Englewood location!

Tech Support Tier I Job Description

Responsibilities:

The Tier I Technical Support agent's duties and responsibilities include, but are not limited to, answering all incoming customer calls in queue with a pre-defined opening script.

The Tier I agent will identify customer needs, manage Average Talk Time, Wrap Up time, and other measurable objectives. He/she will be trained to resolve routine Trouble Tickets, including but not limited to, e-mail, voicemail, auto attendant, web hosting, and browser configurations.

The Tier I agent will also be trained to troubleshoot advanced product or service issues, including but not limited to, DS1 transport, PRI / CAS / FXS telephony, and DNS with proper escalation as necessary to achieve optimal trouble resolution times.

Tier I Tech Support agents are expected to handle customer calls with a positive problem-solving attitude, as well as properly document in OSS system the call purpose and resolution.

Tier I Tech Support agents are expected to strive for first call resolution. If first call resolution cannot be met, the agent is expected to properly code trouble tickets for escalation to Tier II Tech Support using Ticket classification Guidelines.

He/she will be expected to utilize online resources such as Cbeyond Online and the Knowledgebase to resolve customer troubles.

The Tier I Tech Support agent will receive continuing education and onsite training for new products and services. The Tier I Tech Support agent, when necessary, will consult with Tier II or a supervisor for problem resolutions.

She/he may perform additional duties such as data analysis, project management, and reporting, as well as provide input for troubleshooting scripts and diagnostic tools.

Required Knowledge, Skills & Abilities:

- Bachelor's degree **OR** 1 year of experience in telecom, tech support, networking, or hardware (i.e., switches, routers, hubs, phone systems [PBX/CBX], Cisco, or Juniper).
- Basic understanding of Windows Operating System.
- Candidate must have strong analytical skills.
- Strong verbal and written communication and interpersonal skills.
- Professional demeanor.
- Candidate must have a customer satisfaction driven attitude.
- Be an active contributor in a positive team environment.
- Must follow predefined guidelines, protocols, and procedures as directed.
- Have the ability to work any shift in a 24x7 call center environment.
- Candidate must possess the ability to learn, retain, and apply new information in an ever- changing environment.
- Flexibility to perform additional tasks or duties outside of normal daily activities.

Desirable, but not Required:

- Excellent communication and influencing skills through written or verbal communication.
- Bi-lingual is a plus
- Proficiency in Spanish
- Technical-focused degree
- Cisco or Juniper certifications

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

For more information on Cbeyond, please visit our website: <http://www.cbeyond.net>

Individuals interested in the Tech Support Tier I role should apply directly online:

<https://www2.ultirecruit.com/cbe1000/jobboard/NewCandidateExt.aspx? JobID=4774>