



**Human Crafted.
Enterprise Optimized.**

NOC Technician – Voice

About Your Role:

Candidates should have flexibility in scheduling as the NOC handles inbound inquiries for our base 24 hours a day, 365 days a year. We provide technical support to customers through ACD and email support systems with a focus on a quick and concise resolution. Around-the-clock surveillance, troubleshooting and maintenance at our newly built Network Operations Center (NOC). Customer Service is the hallmark of Spectrotel and therefore qualified candidates shall be responsible for delivering Best in Class service to our valued customers and providing technical support for Spectrotel's robust suite of Voice, Data, and Managed Services products.

About Spectrotel:

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility, and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves, digging in, and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

Responsibilities include but are not limited to:

- Trouble Ticket Owner responsibilities for tickets within a Repair Ticket Bucket opened for customers needing higher tiered attention than a CSR.
- Answer email Inbox inquiries, with focus on a quick and concise resolution.
- Provide Support to Spectrotel Users by answering questions involving product information and update customers calling\emailing in for service
- Coordinate and follow up on network repairs and dispatch the appropriate vendor / specialist depending on the type of issue.
- Basic Knowledge Voice Telephony
- Upsell additional products and services as applicable or provide leads to Sales.
- Perform other duties as instructed by Spectrotel Management



**Human Crafted.
Enterprise Optimized.**

Qualifications:

- Basic Knowledge of Fiber/DS3/DS1 technologies
- Experience Servicing customers on-site or via phone support
- Organizational skills and abilities to self-manage workload.
- User level knowledge utilizing Microsoft Office.
- Capable of generating new ideas and continuous improvement efforts
- Excellent verbal and written communication skills
- Ability to multi-task
- Flexibility in scheduling
- Demonstration of a “customer first” attitude
- Bachelor’s Degree or equivalent experience
- Speaking additional languages are very desirable.

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations, or ordinances.