



TECHNICAL SUPPORT REPRESENTATIVE

Pay: DOE (40 hours per week)

ABOUT ISOFUSION:

IsoFusion, Inc. is a rapidly growing IT infrastructure company headquartered in Tukwila, Washington with offices in Tacoma and downtown Seattle. IsoFusion offers a complete line of connectivity and IT solutions and operates seven colocation data centers throughout the greater Seattle area.

OBJECTIVE OF POSITION:

We are looking for customer focused individuals to fill full-time positions in our Technical Support division working for a full service ISP. Applicants should be flexible, responsible, and can think and operate "outside the box" in a dynamic and fast paced environment. Responsibilities include but are not limited to:

RESPONSIBILITIES AND DUTIES:

- Own support issues full-cycle from start to finish
- Answering initial and follow-up customer calls who have service and technical support issues
- Phone call and service ticket queue awareness and ownership
- Providing timely and thorough resolution of all issues raised by customers, as well as documenting all actions
- Ability to troubleshoot connectivity and service issues with customer
 - Supporting and troubleshooting Email and broadband connectivity issues, including ADSL, SDSL, IDSL, T1, FTTH.
 - Supporting and troubleshooting hosted domains, DNS, Registry, VPS, and Business and Residential VoIP services
- Customer billing and invoicing support
- Maintaining consistent quality and performance metrics as set out by management

QUALIFICATIONS/EXPERIENCE REQUIREMENTS:

- Ability to handle and prioritize multiple contacts and tasks
- Understanding of Windows, OS X, and mobile operating systems.
- Solid understanding of Dialup, Email, Broadband connectivity and VoIP services
- Basic understanding of Fiber Optics, to help support and troubleshoot connectivity.
- Solid knowledge of TCP/IP, domain hosting, and LAN/WAN concepts
- Excellent written, listening and verbal communications skills and an ability to maintain strict professionalism in all client communication
- Flexibility in shift schedules (starting as early as 5:00 am, ending as late as 8:00 pm as well as holidays, weekends, etc.) Students are welcome.
- Previous call center experience of at least 1 year.

Benefits

- Working for an always growing customer-centric local ISP
- Dental/Medical insurance
- 401K