



Lead Technical Support Specialist

Mosaic Telecom is seeking a motivated and dynamic **Lead Technical Support Specialist** to join our growing Internet Help Desk/Network Operations Center. We are looking for a reliable team player with a positive can-do attitude, a passion for technology, excellent customer service skills and the ability to resolve technical issues.

This position must lead the Internet Help Desk/Network Operations Center with energy and passion, helping achieve an unparalleled level of Customer satisfaction which includes the diagnoses of customer troubles and identifying needed products and services.

Job Duties & Responsibilities:

- Daily management of the Mosaic Internet Help Desk/Network Operations Center responsible for processing orders, handling customer requests, and dispatching technicians. Examples include but are not limited to answering telephones, communicating with customers, diagnosing hardware and software malfunctions, troubleshooting, replacing hardware, and installing new software on customer's machines.
- Assist in the administration of the Internet Help Desk/Network Operations Center by defining and establishing schedules, determining personnel requirements, setting priorities, providing support and direction, and ensuring the Team has adequate resources to complete their jobs
- Develop and implement a Quality Performance Program. Ensure the Internet Help Desk/Network Operations Center is appropriately trained, updated on certifications, following correct procedures, and maintaining a high degree of quality customer service.
- Work within the Internet Help Desk/Network Operations Center to answer calls as volume requires. Promote excellent customer service, effective response times, and provide expert insight into general support issues. Enforce Quality of Performance guidelines for dealing with Customers, completing services, and overall Customer satisfaction.
- Handle all complex customer service issues, escalated, and unresolved calls.
- Gather and analyze metrics to benchmark Internet Help Desk/Network Operations Center workload/performance and identify trends in call center issues.
- Develop the Internet Help Desk/Network Operations Center and its employee team for expanding roles.
- Interface with the Mosaic Management Team for process development and implementation of new projects.

Knowledge, Skills, and Abilities:

- Experience directly managing a team in a managerial or Team Lead capacity
- Ability to effectively communicate over the phone and in-person with Customers to assess and evaluate their needs in an efficient and successful manner.
- Excellent communication skills, both written and verbal, with all internal and external customers.
- Ability to simplify complicated technology
- Flexibility to work any shift or day of the week, including holidays
- Ability to quickly assimilate and learn new products and systems.
- Strong understanding of customer dynamics and relationship management.



- Demonstrated ability to prioritize and handle multiple tasks simultaneously
- Highly organized and able to work without direct supervision.

Education and Experience:

- High school education. A Bachelor's Degree in Computer Science or Networking is preferred.
- Updated certifications in Microsoft, Calix, etc. are ideal.
- Minimum of 1+ years' experience as a supervisor in a Help Desk setting is preferred.
- Telecommunications background, and technical knowledge of a Technical Support/Call Center is strongly preferred.
- Strong interpersonal written, verbal and listening skills.

We have team members who are passionate about our customers, growth, innovation, and collaboration. We are constantly striving to improve and better ourselves so that we can better support our customers. If you have growth mindset, you are probably a great fit for our team!

We offer competitive wages and an excellent benefit package, including a generous PTO allowance, health, vision & dental care, life insurance, 401K, and discounted phone, Internet, and video entertainment services in our serving area.

An insurable driving record, preliminary drug screening and background check are all required. Interested parties may send or email a cover letter, resume and salary requirements to:

Human Resources
Mosaic Telecom
P.O. Box 664
Cameron, WI 54822

employment@mosaictelecom.com

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