



Technical Support Specialist

Do you enjoy communicating with people on the phone?
Do you love helping people find solutions to their questions?
Do you like to keep up with technology?

Mosaic Telecom is seeking energetic and reliable professionals to join our team in the role of Technical Support Specialist. We are looking to fill positions in multiple shifts which will include evenings and weekends.

Our Internet Help Desk/Network Operations Center is dedicated to being the first responders of our organization, focused on the health & stability of the technology that our customers depend on, answering incoming customer calls, up-selling products, troubleshooting, creating documentation, utilizing company policies to solve customer issues and directing calls to the managerial team when necessary.

Job Duties and Responsibilities:

- Ensure quality service by diagnosing and resolving service issues, formulating trouble tickets and/or providing solutions for customer repair. May dispatch, escalate, or refer requests to others for service issues.
- Engage in active listening with our customers, confirming or clarifying information and diffusing angry callers, as needed.
- Communicate complex technical issues to our customers in an easy to understand manner.
- May research complex technical issues to determine solutions.
- Maintain and supply timely updates for open trouble tickets in terms of accurate trouble tracking and resolution information.
- Maintain regular customer updates for any maintenance or outage per Mosaic policies and procedures.
- Utilize software, databases, scripts, and tools appropriately.
- Respond professionally and proficiently to internal and external customers.
- Update customer account information as appropriate.
- Performs all other related duties as assigned by management.
- On-call as deemed necessary by Mosaic on a rotating basis.

Knowledge, Skills, and Abilities:

- 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 plus 1+ additional years of technical support/network IT experience.

We have team members who are passionate about growth, innovation and collaboration, competitive hourly wages, and an excellent benefit package, including a generous PTO allowance, health, vision & dental care, retirement & savings, and discounted employee services (phone, Internet & video).

A 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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