

Volcano Communications Group Job Description

Job Title: ISP - Technical Support Representative
Department: Internet Services
Reports To: Internet Technical Support Supervisor
FLSA Status: Nonexempt

Please send resume to or apply In person at:

Volcano Communications Company
Attn.: HR – ISP TECH
20,000 E. Hwy. 88
P. O. Box 890
Pine Grove, CA 95665
Fax: 209-296-2732
E-mail: hr@volcano.net
(Please, No Calls)

NOTE: THIS JOB IS CLASSIFIED AS A SAFETY SENSITIVE JOB. PERSONS APPLYING FOR OR TRANSFERRING INTO THIS JOB MUST SUBMIT TO AND SATISFACTORILY PASS A MANDATORY DRUG TEST AT THE COMPANY'S EXPENSE PRIOR TO HIRING OR TRANSFER.

SUMMARY

Provides customers and end users with product and technical support by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

This job is in a class which requires a high degree of safety sensitivity. Employees are required to be highly alert. Employees must fully comply with all safety requirements which include reporting to work fully alert, sober and capable of performing all assigned duties safely.

Maintains good customer relations through courteous, professional customer contact. Responds to customer inquiries and complaints on the telephone, through on-line networks, by mail and in person.

Communicates with customers to help them understand how to use ISP products or services.

Uses efficient trouble-shooting skills to handle and resolve customer problems that appear to arise from the use of the ISP products or services, with the goal of producing excellent customer satisfaction while minimizing truck rolls.

Completes, maintains, and processes pertinent paperwork and records.

Assists in testing of new products.

Assists co-workers in procedures which they are not familiar, both giving and receiving information.

Interacts and participates effectively with managers, co-workers, and others. Affects positively the

performance of other employees, including assisting co-workers and working to accomplish job and company objectives.

The Company has set dress standards for each department that are commensurate with public contact involved in the position and specific job duties. This position is the first point of contact to the organization that many customers will make. Dress code and appearance is to be well groomed, tasteful and professional.

Consistent and regular attendance of full time at least 40 hours per week, unless designated as part time position for which length of shifts and number of days will vary.

Performs other duties as assigned by management.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

PC literate including current Internet browsers. One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations and develop (an) efficient solution(s).

CERTIFICATES, LICENSES, REGISTRATIONS

Valid and unrestricted driver's license.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of radiation. The noise level in the work environment is usually moderate.