

Pulsar360 is looking for a VoIP support technician to provide enterprise level support to other businesses under the direction and guidance of immediate supervisor and/or other VoIP Engineers. This is a developmental role and the ideal candidate will have demonstrated a high aptitude and/or potential for a career within the technology industry and a desire to work with VoIP technologies. This is a full-time position with full benefits working an 8-hour shift between 8AM and 5PM local time, Monday through Friday with a rotating on call schedule. On call is for one week every 10 weeks.

Responsibilities:

- Handle inbound calls varying from phone setup to PBX programming and network analysis
- Provide customer-focused support using clear and descriptive methods
- Answer customer questions via phone or ticket on all supported applications and hardware
- Document resolutions for future reference both internally and externally
- Research and resolve customer focused technical issues in a timely manner
- Track case tickets within a Customer Relations Management System to Document resolutions for future reference both internally and externally
- Follows all required protocol for the account
- Maintains a high level of professionalism throughout the contact

Qualifications:

- High School or GED required
- Tech Support experience in VoIP / Networking
- Must have an intermediate networking knowledge (data/voice) with good understanding of TCP/IP protocol
- Must have hands on knowledge of VOIP (SIP) technology
- Must have Computer/Technical skills - Tools for Customer Interaction / Case Management / Ticket Management, Microsoft Office products.
- IT Certifications: A+, Network+, MCP, CCNA or other VoIP certifications are desired
- Willingness/ability to work overtime to support customers, as needed. No mandatory overtime.
- Telephone communication, written and excellent time management skills
- Must pass a Background check