Diversified Systems Resources – Technical Support Analyst

About Us

At DSR, "We Deliver Technology". For over 40 years, DSR has been a provider of Technical Support Services, Provisioning for high-speed internet communications, Billing Services, Software Development and EDI (Electronic Data Interchange) Applications and Services to customers ranging from small businesses to Fortune 1000.
.

Job Summary

The Technical Support Analyst position is responsible for supporting DSR commercial business customers in a technical manner; advising, guiding, and troubleshooting concerns and questions with broadband Internet set up and execution of new/updated services. Technical Support Analysts will interact with clients via phone, chat, and email and use an open minded and flexible approach to conform to the need of the client and business including but not limited to; communication styles, hours of operations, and changing priorities in projects and business focuses.

Responsibilities

- Research and identify solutions to clients concerns regarding business internet (DSL, Cable, Fiber), cellular, and system solutions
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Talk clients through a series of actions, either via phone, email or chat, until need is resolved
- Provide prompt and accurate feedback to clients
- Properly escalate and follow though unresolved issues to appropriate internal teams
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Provide follow up to clients as needed
- Prepare accurate and timely reports
- Provides quality internal and external customer service surrounding the Company values
- Strong ability to work in a highly sensitive and confidential environment
- Other duties as assigned

Qualifications / Skill Requirements

- HS Diploma/GED required
- At least 6 months of continuously work experience in a customer service driven environment
- Basic understanding and working knowledge of computer skills including but not limited to: Windows Operating System, Microsoft Office Products (Word, Excel, Outlook), Email and Internet browsing
- Basic technical knowledge of Internet troubleshooting and technical equipment/systems associated with Internet setup (DSL, Cable, Fiber) and Cellular Solutions
- Excellent verbal, written, and interpersonal skills to communicate with individuals in both a technical and non-technical capacity
- Proficiency in English language (reading, writing, verbal)
- Ability to prioritize and organize effectively to work on projects simultaneously
- Ability to work both independently and with others in an open space environment, sedentary environment
- Ability to operate in a fast moving, team-oriented, collaborative environment with tight deadlines
- Ability to use good judgment and decision-making skills