# CyberData
## The IP Endpoint Company

POSITION TITLE: Technical Support Representative Tier 2
EMPLOYMENT STATUS: Full-Time, Overtime Eligible, Non-Exempt Employee
REPORTS TO: Technical Support Manager
LOCATION: Monterey, CA
SALARY RANGE: $21.00 to $25.00 per hour based on experience

| Position Summary | Provide exceptional independent technical support to assist customers of varying knowledge/experience and problems of varying complexity for CyberData products. This position requires adequate troubleshooting, verbal, and written skills to maintain a positive customer experience. Must take the initiative, thinking quickly and creatively to address both internal and external customer concerns and deadlines. Must be efficient and effective in the execution of duties to provide excellent customer service for all internal and external customers. Using knowledge of CyberData products, counsel customers and prospects and prepare complex Design Services diagrams as well as provide technical sales support for CyberData interoperability partners and Resellers. |
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**ESSENTIAL JOB DUTIES & RESPONSIBILITIES:**

| Key Accountability | **Handle Customer Technical Support Inquiries and assist Tier 1 and 2 Representatives.** |
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| Duty Statements | Monitor Support portal via email, chat, and telephone to provide technical assistance of all CyberData products to our customers. |
| % of Time | 85% |
| Key Accountability | **Return Material Authorizations (RMA)** |
| Duty Statements | Perform visual inspection and functional testing of CyberData products that have been submitted for warranty and non-warranty repair. |
| % of Time | **5%** |
| Key Accountability | **Presales Support/Design Services** |
| Duty Statements | Answer incoming customer questions regarding our products and interoperability with their existing platforms. Prepare Design Services diagrams as requested by customers. Work with Sales to ensure client understanding and assist in closing the sale. Cross-sell CyberData products during Technical Support calls and support Resellers by providing technical advice on calls with End Users. |
| % of Time | 2% |

| Key Accountability | **Inter-department Collaboration** |
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| Duty Statements | Attend weekly Technical Support meetings to provide summaries of customer interactions, noting technical challenges/resolutions while collaborating on process improvements for product design and customer experience. Communicate with other company departments to report trends, hardware or software issues, and feature requests based on customer feedback. |
| % of Time | 5% |
| Key Accountability | **Special Projects** |
| Duty Statements | Special Projects as needed for any of the Key Accountability areas. Examples include testing CyberData products within a controlled network environment to reproduce customer issues or validate basic product capabilities based on software or hardware releases. Assisting other company departments with product testing and preparation for product releases. |
| % of Time | 3% |

**GENERAL JOB PERFORMANCE STANDARDS:**

Present a friendly and outgoing demeanor. Possess attentiveness to other people: able to read, listen to and empathize with them. Objectives are achieved through connecting with a wide range of people. Maintain a strong attention to detail and efficiency while working directly with customers of varying personalities and experience. Must display excellent written, verbal, and problem-solving skills. Must be a self-starter—taking initiative to jump in for the benefit of the team—while displaying common sense and judgment. The ability to remain amiable under pressure, self-manage, and prioritize multiple tasks is vital.

All employees must adhere to Employee Conduct and Work Rules in the Employee Handbook and the Rules of Engagement and Values implemented in May 2019, which emphasize the importance of individual contribution to the team's success.

**QUALIFICATIONS:**

Moderate knowledge of the VoIP (Voice Over Internet Protocol) Industry and products. Technical experience in Telephony Field Service, Computer Support, and/or Computer System Networking. A Bachelor of Science degree in Computer Science or Networking is preferred, but not required. Must have at least two (2) years of customer service experience in a similar field; sales experience and/or training is a bonus. Strong computer skills with moderate proficiency in Windows OS and MS Office applications. Device troubleshooting and hardware failure analysis are essential. Knowledge of Zoho Help Desk software, NetSuite Business Management Software, and network packet analyzer tools (Wireshark is used extensively) is a bonus. Must demonstrate excellent interpersonal and communication skills, as well as provide troubleshooting successes.

**PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS:**

**Environment:**
- Approximately 95% of the time performing job duties is spent indoors, within a standard office environment.
- Approximately 95% of the time is spent on the computer and/or phone.
- While performing the duties of this job, the employee works with electrical and/or electronic equipment under power and is occasionally exposed to the risk of electric shock.
- The noise level in the work environment is usually quiet.
- The temperature of the work environment is moderate and ranges from 65-80 degrees.

**Physical Demands:**
- Occasionally (6-33%): bend, twist, push, pull, climb, squat, crawl, kneel, and drive
- Frequently (34-66%): climb or balance; stand and walk; grasp with hands and fingers.
- Continuously (67-100%): sit, reach with hands and arms; use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e. computer, printer/fax machine, and telephone); and lift (up to 10 lbs.).

**Machines, Tools, and Equipment:**
- Seldom (1-5%): Use of office equipment such as a copier or label printer.
- Occasionally (6-33%): Use of electronic test equipment such as a lineman's handset, ohmmeter, or voltmeter.
- Frequently (34-66%): Use of product specific testing tools.
- Continuously (67-100%): Use of computer, telephone (headset provided), and writing instruments.