

<b>Job Title:</b>	Customer Support Analyst
<b>Department:</b>	Customer Support
<b>Area/Location:</b>	North America, Houston, TX
<b>Supervisor:</b>	Director, Customer Support

## **JOB DESCRIPTION**

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### **Job Purpose:**

The **Customer Support Analyst** quickly and efficiently resolves customer issues and requests for support, via phone, email, and the CRM ticketing system. The analyst troubleshoots a variety of **satellite and ground-based IP and telephony networks**, maintains a proactive approach towards problem solving, performs daily QC checks of system software, and validates and tests system configurations.

### **Duties and Responsibilities:**

- Perform active first level troubleshooting with customers and satellite network operators of all supported systems.
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- Proactively monitor the health of core and customer networks using existing NMS systems to detect when systems or customer sites experience faults.
- Identify trends, address unreported outages, and follow established processes for responding to alarms.
- Perform remote terminal commissioning during service installation.
- Assist customers in operating the services obtained from Network Innovations (NI) including:
  - Proper use of the device and network (e.g. dialing patterns, IP connection)
  - Proper setup for the device and network
  - Other activities that use the service
- Evaluation and inspection of products:
  - Pre-testing and configuration prior to shipping to customers
  - Quality Assurance (QA) of products that have been repaired
- Perform support roles as assigned in established business processes that accomplish the following tasks:
  - Monitor and process phone calls distributed by the automated distribution system.
  - Monitor and process requests submitted to the trouble ticket system.

- Update the ticket system as progress is accomplished on troubles.
- Manage incident resolution within the shift, reassigning tickets or calls to other technicians as appropriate.
- Ensure escalation and notification procedures and processes are followed via NI standards.
- Other duties as assigned

#### **Personal Characteristics:**

- Problem solving, strategic thinking, confidential and ethical, results driven, customer focus, and a team player
- Ability to multitask and prioritize in a fast-paced environment
- Fluent English is required. A second language is beneficial.
- Communicate effectively, efficiently and professionally with customers by phone, email and the ticketing system.
- Communicate effectively, efficiently and professionally with Service Providers (SPs) and vendors to accomplish:
  - Successful completion of reported technical troubles
  - Regular follow up on open issues
- Communicate effectively, efficiently and professionally with NI staff to:
  - Follow established business processes
  - Continuously develop and improve business processes
  - Give other departments the best chance at being successful in their duties

#### **Qualifications:**

- A relevant technical or business degree; any incumbent must be committed to self- development including lifelong learning, regardless of their formal education. Applicable knowledge and experience will suffice in lieu of degree.
- At least 3 years of progressive experience in the VSAT Telecommunications industry required. 5+ years preferred.
- iDirect/SCPC/CNC Satellite experience.
- Newtec MDM Satellite Modem experience.
- Experience with remote communications (VSAT, microwave), voice and video solutions preferred.
- Experience with Two-Way radio and PTT Technologies
- Strong working knowledge of networking services including routing, switching, wireless technologies, and security.
- Experience in multi-national operations.
- Offshore oil and gas support experience is a plus
- Ability to multitask in a fast-paced environment.
- Must be extremely customer and quality focused.
- Professional written and verbal communication.

- Must possess a valid U.S. driver's license and maintain a "clean" driving record.
- A willingness to embrace and live the core values of Network Innovations.

**Direct Reports:**

N/A

**Working Conditions:**

This position requires shift work and/or on-call rotations in order to meet 24/7 customer support availability requirements. The selected candidate must be willing to work nights and weekends directly and/or be on-call to meet the 24/7 needs of our customers. The position operates in a professional office environment and uses standard office equipment and software.

**Physical requirements:**

Sitting and using a computer for extended periods of time. Ability to lift 50 lbs.

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***Disclaimer Statement:*** This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.