



Position Title: Support Analyst	Department: Network Operations
Reports to: Network Operations Supervisor	FLSA Status: Hourly Non-Exempt

General Summary:

Provides technical support to PRTC's telephone, broadband, video, security and managed IT subscribers. Assists field technicians by providing technical support, provisioning services and dispatching and clearing trouble tickets. Performs service disconnect and reconnect services as needed. Any other assignments as deemed necessary by the Network Operations Supervisor.

Essential Job Functions:

- Responsible for answering the PRTC technical support line, entering troubles and troubleshooting customer issues over the phone.
- Responsible for troubleshooting and dispatching and clearing customer trouble tickets.
- Responsible for supporting field technicians as needed by providing technical and provisioning assistance.
- Performs required work necessary to complete assignment, installation and maintenance testing of subscriber services.
- Responsible for testing of all subscriber lines through remote facilities for installation and maintenance purposes. Have working knowledge of remote test facilities.
- Works with Installation Technicians and Cable Maintenance Technicians on installation and maintenance of subscriber services and associated facilities.
- Responsible for handling customer support requests promptly and accurately with a focus on customer satisfaction.
- Should escalate complaints accordingly and ensure customer issues are being resolved by the appropriate department.
- Serves as a personal link between PRTC and subscribers and the general public, on service problems and questions.
- Responsible for clearing trouble reports that are received on a daily basis.

Knowledge, Skills, and Abilities:

- Knowledge of customer premise equipment such as routers, home gateways, set top boxes, gaming consoles, tablets and personal computing devices.
- Basic understanding of TCP/IP subnetting, NAT, DNS, DHCP and SMTP/POP.
- Strong understanding of personal computers and the Windows operating system.
- Working knowledge of access technologies including DSL, OLT and Wi-Fi, demarcation devices and other telecommunications equipment.
- Working knowledge of home security systems and related hardware. Specifically Qolsys and Alarm.com.
- Familiarity with regulatory and industry standards and specifications.

Education and Experience:

- High school degree required.
- A+ or Network+ certification or equivalent is required.
- Qolsys and Alarm.com certification recommended.
- Experience and knowledgeable in network troubleshooting techniques.



- Knowledge and skills usually acquired through technical, basic electronics training, and two or more years of experience in IT, Central Office or Plant Operations.

Evaluation Criteria:

- Basic Electronics;
- Specialized training;
- IT/Central office/electronics experience;
- Ability to evaluate, test, and monitor all types of CO equipment;
- Preparation of work logs, time sheets, data requests, and trouble reports;
- Ongoing need to stay abreast of voice, broadband and video technology and other IT/CO/industry standards and specifications; and

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to stand and walk		X		
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing: Must be able to lift and carry 15 lbs	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

Normal working conditions

Note:

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.