



JOB DESCRIPTION

JOB TITLE: Help Desk Support Specialist, Tier 2
REPORTS TO: Senior Manager, Managed Service Plus

POSITION SUMMARY:

The Help Desk Support Specialist provides Managed Services Plus clients with a high level of customer satisfaction and necessary support through an internal ticketing system. This position is responsible for helping resolve client issues and providing Tier 2 support for client ticketing system and assisting with managing key accounts.

This role will work directly with all Ten4 Mobility Managed Services Plus clients assisting each client to achieve their overall business and wireless goals. It is important for the Help Desk Support Specialist Tier 2 to be able to provide answers to client and/or end user questions quickly and maintain a positive and professional demeanor at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ability to work in a dynamic, fast-paced ticket center that provides services over the phone, through email and a ticketing system (i.e. Zoho Desk and ServiceNow).
- Ensure quick and efficient delivery of wireless technical support services to all Managed Services Plus clients.
- Provide responsive end user help desk support for mobility related services Monday through Friday 8:30am – 5:30pm PST; Weekend hours as needed. (*Please note the help desk is open from 8:00am – 8:00pm EST Monday - Friday*)
- Act as Tier 2 support for all Managed Service Plus users to successfully triage phone calls, emails and support tickets to either address client issues directly or assign internally for resolution.
- Document actions taken during the ticket resolution.
- Work with the Senior Help Desk Support Specialist Tier 2 to help resolve more complex issues requiring detailed systems and applications knowledge.
- Provide mentoring and guidance to less experienced personnel to increase their technical knowledge and customer service skills.
- Stay current with IT and mobility environments, changes, and updates.
- Perform other duties and responsibilities as assigned by other team members.

EDUCATION AND EXPERIENCE:

- Bachelors Degree preferred.
- 5+ years previous help desk experience.
- Experience with Apple, Verizon Wireless and AT&T Wireless, a plus.
- Working experience in Microsoft 365, ServiceNow, InTune, Airwatch and Azure.
- Must possess a strong sense of urgency and attention to detail.
- Demonstrated ability to prioritize multiple tasks to meet deadlines.
- Demonstrated ability to work independently and interact in a collaborative manner with other team members.
- Ability to navigate online wireless carrier portals.
- Strong critical thinking and problem solving skills required.
- Strong customer service skills and technical phone support experience.
- Prior experience providing service desk support to remotely located end users.
- Excellent communication skills both written and verbal along with strong interpersonal skills.

About Ten4 & OpDecision

Since 1997, Ten4 (previously known as Distributed Computing, Inc. or DCi) has been focused on business communications, specializing in wired and wireless voice and data networks, billing services and nationwide monitoring. From single locations to multi-site, multi-state organizations, Ten4's goal is to help customers deploy effective, efficient and easy-to-use solutions.

OpDecision is a leading provider of corporate wireless optimization managed services. Reducing wireless expenses is our core business. Leveraging extensive cellular industry experience and inside knowledge, OpD has created a set of services which focus entirely on reducing and managing corporate and institutional wireless costs. On average, OpD is able to achieve ongoing, double-digit savings for their clients.

Equal Employment Opportunity Policy

Ten4 and OpD provide equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.