

Job title:	Customer Support Analyst
Department:	Customer Support
Location:	North America, Houston, TX
Supervisor:	Director, Customer Support

Job Description

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.

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.