

Technical Help Desk Specialist

Department

Technical Support / Customer Operations

Job Description

The Technical Help Desk Specialist provides first-line technical support to customers and internal users of the company's telecommunications services and products. This role is responsible for diagnosing, troubleshooting, and resolving technical issues related to voice, data, internet, mobile, and network services while delivering excellent customer service. The specialist serves as a key point of contact for incident management, service requests, and technical guidance.

Key Responsibilities

Customer Support

- Respond to customer inquiries via phone, email, chat, or ticketing systems.
- Provide timely and professional technical assistance for telecommunications products and services.
- Guide customers through troubleshooting steps to resolve service-related issues.
- Educate customers on product features, system functionality, and best practices.

Technical Troubleshooting

- Diagnose and resolve issues involving:
 - Internet connectivity
 - VoIP and voice services
 - Mobile and wireless services
 - Network equipment (routers, modems, switches)
 - Telecommunications hardware and software
- Escalate complex technical issues to higher-level support teams when necessary.
- Monitor service outages and communicate updates to customers and stakeholders.

Incident Management

- Log, track, and update support tickets in accordance with service-level agreements (SLAs).
- Prioritize incidents based on severity and business impact.
- Maintain accurate records of customer interactions, troubleshooting steps, and resolutions.
- Follow established incident, problem, and change management procedures.

System Monitoring and Support

- Monitor network and service performance using support tools and dashboards.
- Identify recurring issues and recommend process improvements.
- Assist with testing and validation of new telecommunications services and system upgrades.

Documentation and Knowledge Management

- Create and maintain technical documentation, troubleshooting guides, and knowledge base articles.
- Contribute to continuous improvement initiatives and team knowledge sharing.
- Ensure compliance with company policies, security standards, and regulatory requirements.

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