

JOB POSTING REQUEST FORM

Job Details

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| Reference # | CP-392-2021 |
| Company Name | SODETEL |
| Industry | Telecom & Internet Services |
| Vacancy | Technical Support Agent |
| Job Type (<i>FT, PT, Contractual, Seasonal</i>) | FT |
| Major(s) | Computer Science, Information Technology, Telecom |
| Degree | BS/License |
| Years of Experience | 0-1 |
| Location | Sin El Fil |
| Remuneration & Benefits | |
| Tasks & Responsibilities | <ul style="list-style-type: none"> • Handle incoming calls from customers for technical issues, and provide technical support for residential services. • Troubleshoot and provide technical assistance to customers by identifying problems and guiding customer through corrective steps. • Provide product and service information to customers. • Communicate with customers to provide information in response to technical concerns in a timely manner. • Identify and escalate issues to supervisors. • Follow up customer calls where necessary. • Conduct various testing for products and services and deliver detailed reports upon request |