

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-92-2021
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