

WISPRENN is hiring!

(Phone Support Representative)

WISPRENN is a family owned high speed Internet service provider based in San Bernardino County. WISPRENN utilizes leading edge technology to provide small towns, rural areas, and growing communities with high speed internet.

What are we looking for?

We are hiring a stellar, top-performing individual to join our team to provide customer troubleshooting and support for WISPRENN Internet Service in the San Bernardino and Los Angeles County areas. This successful candidate will work with fellow employees on a daily basis to promote WISPRENN services and establish customer relationships. WISPRENN takes great pride in our customers and want to make sure that our candidates have excellent communications and interpersonal skills. We are looking for someone that can solve problems quickly and creatively.

Responsibilities:

- * Provide knowledgeable technical support and troubleshooting guidance pertaining to network, Internet, and computer issues.
- * Deliver exceptional customer experience while staying within our support scope guidelines.
- * Employ time management and multitasking skills to maintain high service levels.
- * Thoroughly document customer interactions and escalate potential service issues.
- * Ability to work unsupervised.
- * Research required information using available resources.
- * Demonstrated proficiency in typing and grammar.
- * Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- * Dependable to be at work during assigned shifts and to complete work as expected.

Requirements:

- * Bilingual Candidate preferred but not required.
- * Candidates must have a basic understanding of navigating computer operating systems, including but not limited to; Windows and Mac.
- * Candidate must have experience with handling phone calls and answering questions over the phone.
- * Candidate must be detail oriented, highly accountable and professional.
- * Candidate must have strong Oral and written communication skills.
- * Candidate must have flexibility to work day or evening shifts.

We are looking for those with a passion for technical knowledge and a desire to be on the leading edge of technology. WISPRENN is a great place to start and expand your IT career.

Position: Phone Support Representative

Hourly Wage: \$11

Resumes will ONLY be accepted via email at WISPRENNjobs@WISPRENN.com