Role Description for NOC Technician 1

September 18, 2015

Summary

A NOC Technician 1 assists customers, prospective customers, employees and anyone entering the center in need of knowledge in the use of Pavlov Media products and services. This position resolves escalated issues and provides procedural guidance, training, and support to members of the Tier1 support team. The NOC Technician 1 fulfills the service of incoming and outgoing telephone calls and support functions. This position will require the same familiarity with Pavlov Media products and services; internet, video and telephone as any technician would possess, using it to assist field technicians, customers and educate Tier1 agents and guests.

Functional areas of this position include, but are not limited to:

- Responding to support inquiries and demonstrating knowledge of and confidence in Pavlov Media’s Products and Services.
- Answering incoming calls and maintaining set goals for service levels.
- Motivating and inspiring other employees to follow up and complete cases, service calls, outbound calls, and the tracking of open issues.

The NOC Technician 1, working closely with the other NOC staff members as well as the NOC manager, excels in training, learning, assisting, and supporting the goals of the team members and company.

It is the responsibility of the NOC Technician 1 to uphold the Pavlov Media mission of Simply Exceptional Connections.

Primary Responsibilities

Each NOC Technician 1 will have the same basic responsibilities:

- Field questions from Field Technicians, Tier1 agents, and customers.
- Work with resources to fix any issues the Tier1 agents may encounter.
- Assist customers and agents in support of services.
- Identify and escalate any issues with products and services that impact customer acceptance, satisfaction or retention.
- Maintain a customer focus to ensure customer satisfaction and retention.
- Adhere to defined quality guidelines for customer communication.
- Maintain familiarity with all products and services offered and properties supported.
- Demonstrate an understanding of effective troubleshooting skills and the ability to use them.
- Meet assigned goals for calls answered, call length, and call quality.
- Review processes and recommend changes to improve the overall effectiveness/efficiencies. Maintain departmental knowledge resources.
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- Assist with upkeep on training materials and process information for both NOC and Tier1 agents.
- Motivate others by leading by example in a team environment.
- Coach, share information, and provide feedback on a consistent basis.
- Help agents develop an understanding of competitor products and services and effectively describe key differences.
- Take the lead on special projects and perform additional duties as needed.

**Customer Support**

- Provide direction in procedure and product support guidance to our customers and Tier1 agents and create call logs and update all cases within the established timeframe.
- Accept escalated customer issues that may come from Tier1 agents.
- Resolve or escalate customer issues or questions within the established and acceptable timeframe. Monitors NOC work queues for volume/accuracy.
- Respond to telephone calls, emails and faxes within the established response standard.
- Maintain ownership of issues and follows through on all customer issues until those issues are properly closed. Assist other NOC agents in doing the same.
- Escalate irresolvable issues to appropriate functional groups.
- Enter services and procedural information into the dedicated NOC shared resources for use by other Pavlov Media employees.
- Keep technically abreast of all Pavlov Media products and services, bug fixes, software releases, and troubleshooting methods.
- Provide additional shift coverage when required.
- Provide standard and ad hoc reports, charts, and graphs when requested.
- Assist with training sessions for customer and employees; mentor other Pavlov Media employees whenever possible.
- Assist in call quality and scoring for both NOC and Tier1 agents to help continually improve our customer support and service.
- Communicate with Property Staff providing outage updates, requesting power confirmations, providing office support and working with them on escalated resident issues.

**Interdepartmental Communications**

- Work site/device down issues and escalates to appropriate functional groups when needed.
- Escalate competitive or service related issues to inside sales team or management when appropriate.
- Communicate changes and outages to appropriate stakeholders.
- Ensure efficiency and conformity in operation through effective communication with all Pavlov Media staff.

**Other**

- Participate in Corporate continuous improvement initiatives to enhance client service, efficiency, and profitability.
• Perform other duties as assigned.
• General knowledge of networking
• General video knowledge (DIRECTV, DISH)
• General KNOWLEDGE of different operating systems (Windows, Mac, IOS, Android, etc.)
• Great attention to detail
• Great communication skills
• Great customer service skills

Please send resumes to: jobs@pavlovmedia.com
In subject line, please state job applying for: ie: NOCTech1