



Monkeybrains ISP  
635 Potrero Ave  
San Francisco, Ca 94110

### **Company Overview:**

MonkeyBrains offers fixed wireless internet to residents and businesses throughout San Francisco. MonkeyBrains' mission is to provide affordable Internet - hosting and access - to residents and businesses throughout San Francisco and ultimately the Bay Area. Our ability to achieve these goals rests on our ability to attract and grow a team of world-class people. MonkeyBrains offers competitive rates and full benefits.

### **Position: Technical Support & Client Experience Representative**

MonkeyBrains is looking for a talented Technical Support & Client Experience Representative who will provide technical and network problem resolution to end-users (customers) in a client service atmosphere. Support environment is primarily within a call center & ticketing system manner. Support will be provided by communicating technical solutions in a user-friendly, professional manner both in writing and verbally.

### **Duties and Tasks/Essential Functions:**

- Answer telephone calls and answer tickets throughout the day to assist end-users with any level 1 & 2 technical support;
- Interact with customers to provide and process information and troubleshoot concerns
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
- Research required information using available resources including calendar entries, MonkeyBrains internal Ops system, etc;
- Follow standard processes and procedures;
- Identify and escalate priority issues and redirect problems to appropriate resources including suggesting fixes, repaints, remote repairs, etc;
- Offer alternative solutions where appropriate with the objective of retaining customers;
- Work with technicians and network engineers for remote support;
- Follow up and make scheduled call backs to customers where necessary;

### **Skill and Knowledge Qualifications:**

- Proper phone etiquette;
- Ability to speak and write clearly, accurately and professionally;
- Demonstrated proficiency in typing and grammar;
- Knowledge of relevant software computer applications and equipment;
- Knowledge of customer service principles and practices;
- Effective listening skills;
- Multi-tasking capabilities;

### **Competencies:**

- Basic Technical Support or Layer 1 & 2 support background;
- Must have knowledge of Linux operating systems;
- Must possess basic computer networking knowledge