



**Connectivity is What We Do...  
Service is Our Passion**

Wisper ISP, Inc.  
3680 Lebanon Ave  
Belleville, IL 62221  
Phone: 618.206.4190  
Fax: 866.282.3580

## **JOB DESCRIPTION**

**Job title:** Tech Support Specialist  
**Company:** Wisper ISP  
**Location:** Shiloh, Illinois  
**Department:** IT  
**Reports to:** Dario Markins  
**FSLA Status:** Non-Exempt

### ***JOB SUMMARY***

Customer Focus, Customer Focus, Customer Focus and Customer Relations will always exceed our customers' expectations. This position is dedicated to providing our customers with unmatched technical support. Diplomacy, tact, and strong interpersonal skills must be backed with the capability and drive to analyze and solve problems for our customers quickly and efficiently. The customer may not always be right, but in this position we will always resolve their issues professionally and effectively with unmatched expertise.

### ***ESSENTIAL FUNCTIONS***

- Respond to inquiries by phone, email, and in person, providing the information required on a timely basis.
- Must be the "Public Face" of Wisper, communicating effectively with customers, always exceeding their service expectations.
- Must perform liaison functions between the customer and Wisper.
- Must quickly diagnose, prioritize, and troubleshoot internal and external customer issues.
- Must be able to distinguish between customer network and Wisper connection issues.
- Must multi-task and prioritize the responsibilities of the position.
- Ensure users always have access to network systems, applications, and services.
- Must have the basic knowledge of networking solutions for small/home offices.
- Build the customer service "best practices" for the Wisper brand.
- Revise existing programs to increase operating efficiency or adapt to new technological requirements
- Perform administrative tasks that support client contact and follow-up.
- Perform other related duties as required and directed.



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## ***JOB REQUIREMENTS AND QUALIFICATIONS***

- Must be able to quickly acquire knowledge of Wisper technical support customer service standards.
- A high school diploma is required, supported with two years of customer service and/or ISP support; three years of PC repair experience will be considered.
- Must demonstrate the desire to learn, supported with a love for technology.
- Must have the ability to express thoughts to others and exchange information.
- Must demonstrate the ability to maintain a cooperative working relationship with a varied and diverse population.
- Must possess knowledge and skills in executing business correspondence and be able to proofread for grammar, spelling, and punctuation with a high degree of accuracy.
- Must have the ability to quickly build rapport and credibility.
- Must be able to handle multiple interruptions and adjustments to priorities throughout the day.
- Must have proven ability to work within a fast-paced, high-change environment.
- Must demonstrate personal accountability in order to set priorities, organize workload, handle multiple responsibilities, and meet deadlines.
- Candidate must be able to perform the above essential duties in the following manner:
  - Work independently, using sound judgment principles
  - Be professional in dress, speech, and manner
  - Work with a flexible schedule and demonstrate effective time management

## ***OTHER INFORMATION***

**The statements contained in this job description reflect the general details necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.**