

# Customer Support

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## Primary Responsibilities

- Provide Customer Support to end-users via telephone and email
- Create web based trouble tickets with an emphasis on quality and efficiency
- Managing inbound / outbound calls promptly and professionally
- Work collectively with the Support team to reach various department goals
- Assist customers with the initial setup of Wireless, DSL, VoIP, and other services
- Take payments over the phone and assist with clarifying billing statements
- Troubleshoot connectivity issues related to broadband, dial-up, and email
- Reply to all email questions sent to support@gorge.net
- Support various internet-related software such as Microsoft Outlook and IE
- Configure and test broadband equipment (i.e. DSL Modems, Wireless Routers)
- Refer major computer hardware or software issues to Manufacturers for service

**The ideal Support Agent should also possess the following skills:**

- Able to work as a team member in a fast-paced call center environment
- Capable of working independently and collectively to meet deadlines
- Able to promptly answer Support-related calls and emails
- Self motivated, detail-oriented and organized

- Experience troubleshooting computer hardware and software issues
- Proficient in Internet applications such as email clients and web browsers
- Excellent communication, interpersonal, and organizational skills
- Must be able to work flexible hours as well as weekends
- Typing proficiency of 40-60 wpm

### **To Apply**

We request your initial contact be via e-mail at [jobs@gorge.net](mailto:jobs@gorge.net)

Please send cover letter/resume. We will contact you within 2 weeks if we are interested in setting up a meeting. We will keep your application/resume on file for 6 months. Should an appropriate position become available during that time, you will be contacted.