
JOB SPECIFICATION

TECHNICAL CUSTOMER SERVICE REPRESENTATIVE

Background

Gage Networks provides Cloud Communications for Global Business. We are specialists in managed networking, hosting and business IP telephony with customers worldwide and experienced technical and customer service teams. Headquartered in the UK with offices in London and New York, Gage Networks is a highly successful rapidly growing company.

The business critical nature of the services we offer and the geographic spread of our customers means that we operate a 24 x 7 x 365 service desk manned by the Customer Service team. This group is supported by engineering who provide the skills to resolve in-depth technical issues.

The Role

Exceptional customer service is one of the cornerstones of the Gage Networks business. We pride ourselves on the longevity of our customer relationships due in large part to the constant focus we apply to customer satisfaction.

The Customer Service team are the 'front line' in the support process, it is their job to answer customer phone calls and emails, log any issues, provide regular customer updates and manage problems to their conclusion.

The engineering team offer 2nd and 3rd line support for our customers and work very closely with the Customer Service team.

This role will incorporate both the Customer Service and 2nd line engineering responsibilities, primarily for our US based customers.

The complex nature of many Gage Networks services means that Customer Service and engineering teams have to work with a number of parties to resolve a problem, most often this will be Cable&Wireless, Verizon or other internal groups.

Responsibilities include but not limited to:

- Ensuring continued customer satisfaction in particular for US Customers
- Customer problem analysis
- Working alongside the UK engineering and support teams
- Resolution of full range of customer issues
- Implementation of customer configuration changes
- Building relationships with our US based customers
- Regular customer site visits
- Customer service review meetings

Skills and Abilities

- Ability (and willingness) to absorb new technology concepts quickly
- Prioritising workloads while working under pressure
- Willingness to work OOH when needed
- Must be self sufficient and self motivated
- Analytical - to get to the root causes of customer issues
- Organised with attention to detail
- Able to review sometimes conflicting situations before recommending a way forward
- Energy and enthusiasm

Experience

Asterisk skills essential
Customer Service experience preferred
Cisco networking skills an advantage

Location

Home based position in New York area, USA – You will be provided with all technology needed to fulfil this position but you must have a suitable working area/office.