



Support.com (NASDAQ: SPRT) is a fast paced environment fully committed to providing world-class customer service 24x7. The Remote Services Technician is an entry level role which provides inbound customer service support for basic troubleshooting and resolution of service related problems for high speed internet and wireless gateways. This is an exciting work from home opportunity requiring you to work and engage with others in a virtual environment, while providing our customers with a high quality customer service experience. As a Remote Services Technician you will be fully trained to perform the following duties.

As a member of this best-in-class technology services team you will:

- Answer inbound calls and greet customers
- Determine scope of customer issue in an effective and professional manner
- Manage credit card processing when necessary
- Encourage completion of customer survey
- Effectively resolve customer issue in a timely manner
- Properly document all customer interactions
- Adhere to quality standards determined by company and client
- Represent company in a professional and ethical manner
- Maintain high level of customer satisfaction with focus on first call resolution
- Resolve customer requests by investigating problems, developing solutions and recommend additional products and/or services relevant to assessment of the customer needs.

Skills:

- Excellent written and oral communication skills
- Ability to interpret a flow chart to deliver a work process
- Ability to learn new technical concepts quickly
- Communicate technical directions over the phone to inexperienced computer users
- Excellent customer interaction skills
- Strong organizational and multitasking skills
- Ability to problem-solve
- Ability to follow written instructions
- Ability to work in a fast paced changing environment
- Ability to work in a very structured environment with scheduled rest and meal periods
- Type 30 to 40 words per minute

Responsibilities:

Home network setup and repair including:

- Wireless configuration for all operating systems including Windows, iOS, OSx, and Android
- Windows network configurations on XP, Vista, 7, 8 and 10
- Router configuration
- Peripherals set up:
 - Game consoles
 - iPads and other tablets
 - Printer and/or folder sharing
 - Wireless printers
- Customer Service:
 - Provide world-class customer service, remaining calm and professional while resolving sometimes complex issues
 - Provide customers with opportunities to enhance his/her product by up-selling when appropriate

Qualifications:

- Minimum of 1 year experience setting up home networks (or equivalent technical training)
- 1 year of related experience in a customer service environment
- Understanding of wired and wireless home networks using multiple network technologies such as cable modems, routers, printers, etc. (DNS, DHCP, WAN, LAN, TCP/IP, Port Forwarding)
- Successfully pass our technical test and complete our interview process
- Maintain good attendance
- Pass an extensive background check
- Experience in the work from home environment is a plus
- Must be at least 18 years

Equipment Requirements:

- Minimum CPU Speed
- 2 physical cores @ 2.7 GHz Processor or better
- 4 physical cores @ 2.2 GHz processor or better
- i5 or better processor preferred
- Minimum 4Gb RAM
- Minimum vertical monitor resolution of 1080 pixels (1920×1080 or higher preferred)
- Multiple monitors highly recommended
- 80 GB, 7200 RPM SATA hard drive or better
- Internet connection speeds exceeding 5Mbps down and 1Mbps up Satellite and/or Cellular connection (3g/4g) are not allowed.
- Windows 8.1, 10 including .NET 4.5 with all security patches applied
- HTML5 Compliant Web Browser (IE11 or higher, Chrome, etc)
- Antivirus Software.
- Corded (not wireless) noise canceling USB Headset
- Webcam

Working for Support.com:

- During Training – \$9.00 per hour*
- After Training – \$10.25 per hour**
- Testing required
- Extra Hours Available
- 100% Work from Home
- Medical, Dental, Vision benefits
- 401K plan
- Paid Time Off
- Paid Training
- Promotional Opportunities
- Employee Stock Purchase Plan

*\$8.50 per hour plus \$.50 cent per hour for reimbursement

**\$9.75 per hour plus \$.50 cent per hour for reimbursement

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Human Resources Support
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