



## Technical Support Specialist

LAST REVISED: 07/01/2024

---

### ABOUT US:

FiberLync is a Fiber Optic Internet Service Provider owned and operated by The Orange County Broadband Authority.

The Broadband Authority was created for the purpose of facilitating the provision of affordable broadband service to businesses, governmental agencies, and the public.

Access to affordable, reliable high-speed broadband, particularly in the rural geography of the County, is important for fostering economic development, improving educational opportunities, ensuring public safety, and enhancing the overall quality of life for the citizens of Orange County.

FiberLync's mission is to serve the unserved and underserved areas of our rural community in Virginia, ensuring access to next-generation broadband at an affordable price.

### ROLE OVERVIEW:

FiberLync is looking for a qualified candidate for the role of Technical Support Specialist. This **full-time, on-premises role** requires excellent problem-solving abilities and will focus on Subscriber support issues.

You are expected to exhibit excellent interpersonal skills as you will interact with subscribers, fellow employees, contractors and vendors. You are the main Point of Contact for all Technical Support. You are to listen to constituents' technical needs, understand their problems and implement solutions for them. You must be able to troubleshoot, diagnose, and quickly resolve Subscribers' technical problems. You should be proficient in providing technical support for network connectivity issues.

### ROLE DESCRIPTION:

Daily activities and responsibilities include but are not limited to:

- Support Subscriber services, including managing and provisioning of Customer Premise Equipment (CPE) while ensuring accuracy of subscriptions.
- Investigate, diagnose, and correct Subscriber network related issues.
- Assist subscribers in troubleshooting issues with CPE, and internet and Wi-Fi services.
- As needed perform on-site visits to update CPE and conduct further troubleshooting as needed.
- Fully document all requests, updates, and resolutions for Subscriber support tickets.
- Resolve Fiberlync employee technical support questions and issues.
- Manage and deploy new computers and peripheral devices to employees.
- Create and manage associated Fiberlync employee accounts for services and support systems.

## **SKILLS AND QUALIFICATIONS:**

- Must have at least a high school diploma or GED, associate's degree or higher preferred.
- Excellent problem solving and analytical skills.
- Minimum 1-3 years combined experience in technical support and customer service.
- Excellent verbal and written communication skills.
- Can simplify complex information into user-friendly format for communication.
- Ability to prioritize and multitask.
- Demonstrated proficiency managing:
  - Microsoft Windows Operating systems (Server and Desktop)
  - Microsoft Office Suite & Microsoft M365 products.
  - Linux Operating Systems.
  - Network devices using CLI
- Relevant technical certifications preferred.

## **PHYSICAL REQUIREMENTS:**

This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing, and using hands to finger, handle or feel, frequently sitting, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling and occasionally requires standing, walking, lifting and repetitive motions; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; worker is regularly exposed to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business offices and/or computer printers, light traffic).

## **SPECIAL REQUIREMENTS:**

- Familiar with FTTP/FTTH technology.
- Proficiency managing BSS/OSS platforms.
- Assist with installation and activation of FTTP/FTTH equipment at node sites.
- Prepare content and provide training and continuing education to FiberLync staff to expand technical knowledge.
- Comprehend, interpret and analyze network data and system's logs and alerts.

***Orange County is an equal opportunity employer. Orange County does not discriminate or allow discrimination on the basis of race, color, sex, national origin, religion, age, disability, marital status, sexual orientation, veteran status, or any other protected class as established by law.***

