



VoIP Technical Support Specialist

J-Curve Technologies, a privately held Arizona-based organization, is an award-winning premier outsourcer of shared technical, customer support and enterprise level helpdesk services. We are committed to the ongoing development of our valued employees, and we offer candidates the opportunity to work with talented colleagues in a positive, team-oriented, and informal environment with opportunities for learning and growth. Our dynamic organization is seeking VoIP Technical Support Specialists with high energy, motivation and strong technical customer service skills to join our team!

Position Overview

The VoIP Technical Support Specialist position is comprised of the following core job responsibilities: troubleshooting within a VoIP environment (inclusive of unified communications technologies), hosted PBX feature configuration, addition of services within the hosted environment upon customer request, documentation of configuration or design elements, and completion of diagnostics and testing as required.

The VoIP Technical Support Specialist is responsible for communication to end users and J-Curve clients. This position requires knowledge of hosted PBX features and configuration, telephony and internet technologies, as well as excellent written and verbal communication skills.

Essential Job Functions

- Provide client support and technical issue resolution via phone, e-mail, or chat
- Assist customers with move, add, change requests in Hosted VoIP PBX platforms
- Troubleshoot connectivity, quality of service, break/fix, voice quality, and configuration issues (features and services) within the hosted VoIP environment
- Design call flow and call routing protocols within the hosted VoIP environment

Qualifications and Requirements

- 2 years of customer service experience, preferably in a technical environment
- Strong desire to learn and succeed in a fast paced setting
- Associate degree in a technical field preferred
- Excellent written and verbal communication skills required
- Relevant IT Certifications (A+, N+, etc.) preferred
- Broadsoft certification preferred

Knowledge, Skills and Abilities

- Knowledge of hosted PBX environments inclusive of feature configuration, provisioning, design of call flow, and management of service packs preferred
- Understanding of the basics of IP networking

- Working knowledge of LAN and WAN technologies
- Knowledge of File Servers (FTP, TFTP)
- Knowledge of CRM platforms preferred
- Knowledge of circuit monitoring platforms preferred
- Strong technical writing and documentation skills preferred
- Ability to complete assigned tasks effectively and efficiently
- Ability to run traces and call captures preferred

Compensation and Benefit Information

This is a full-time position with a starting pay rate of \$13 per hour. Full-time employees enjoy a comprehensive benefit package that includes medical, dental, and vision insurance along with life and disability benefits. We also offer a 401(k) plan, paid holidays, and a Paid Time-Off (PTO) package.

Our employees enjoy a casual environment with great camaraderie. When they are not working, many employees can be found in the break room playing Ping Pong or Foosball! We also have impromptu Nerf battles in the office, and we have a Zen room for relaxing and recharging!

J-Curve is centrally located – our main cross streets are 52nd Street and Broadway in Tempe.

J-Curve Technologies is an Equal Opportunity Employer