



## **Part Time Technical Support Representatives**

**Xanadoo Company** is an exciting new facilities-based provider of portable wireless Internet access and broadband communications ("WISP") to residential, small business and enterprise subscribers. We are currently seeking Part Time Technical Support Representatives in our **Bala Cynwyd, PA office**.

### **Responsibilities:**

- Ability to effectively communicate with customers and solve problems over the phone
- Adhere to call center related performance requirements
- Operate in a fast paced call center environment
- Identify, research, and resolve customer technical problems.
- Identify new technical issues affecting customers and proactively notify appropriate internal teams about technical trends.
- Maintain accurate database records, account activity and history.
- Other duties as required.

### **Requirements:**

- Qualified candidates will possess a high school diploma or equivalent.
- Previous call center experience in an Internet Service Provider environment preferred.
- Candidate must possess a strong knowledge of Windows operating systems. A working knowledge of TCP/IP and Internet Applications such as email clients and Internet Browsers is required.
- Successful candidates will be able to demonstrate the ability to troubleshoot hardware and software problems relating to customer's broadband connection.
- Good oral and written communication skills, an acute attention to detail, strong problem-solving and analytical skills.
- Ability to manage multiple projects, meet deadlines, and work well under pressure to resolve issues and achieve goals and objectives.
- A highly motivated, team player with the ability to self-direct and prioritize.

**Candidates must be willing and able to work evening, weekend or night shifts as needed.**

**Interested candidates please forward a description of skills, experience, and salary requirements to Attention HR at: 225 E. City Line Ave. Ste 100 Bala Cynwyd, PA 19004 or FAX: 610-934-7309 or Email: [hrjobs@corp.xanadoo.com](mailto:hrjobs@corp.xanadoo.com). EOE.**

**Please visit our website at [www.xanadoo.com](http://www.xanadoo.com)**