



MSP Customer Care Account Manager

If you are passionate, innovative and self-motivated, we are inviting you to join our team.

Job Summary

MetTel is looking for a Technical Support Engineer/Customer Care Support Manager for our MSP division.

Duties & Responsibilities

- Initially be the primary point of contact for end-user support and communication, including initial phone support and triage, troubleshooting, tracking, documenting, and responding to problems as they arise in our ticketing system
- This will be a primary responsibility and requires good time management, communication, and organization as it is a fast-paced and demanding environment
- Oversee the support process and liaise with the support engineers as needed and take on projects to further enhance or improve clients' infrastructure and operations
- Provide sales engineering support to the sales team and supporting the information gather and project management efforts related to the onboarding of new clients.
- Help design and build the MSP Customer Care Team; as such, this role will morph into a management position and your responsibilities will include defining process and procedure, assisting in additional hires, and eventually overseeing the team.
- Prior experience running customer care and technical support teams is strongly encouraged.
- Participates in after-hours support and weekend administration

Desired Qualifications

- Demonstrated Documentation, Problem Solving and Troubleshooting
- Excellent Verbal and Written Communications Skills
- Customer Service focused mindset when helping end-users
- Proactively address opportunities to improve operations
- Long Term Goal and Solution Oriented
- Ability to participate in a dynamic Team environment and interact with multiple departmental personnel to troubleshoot or resolve problems and issues
- Motivated with an eagerness to learn and work with minimal supervision
- Unique, innovative ideas and concepts, ability to think outside the box
- Knowledge of Workstation and Server operating systems Windows Server 2008R2, 2012R2, Windows 7
- Knowledge of Microsoft Office Family of Products (Office365)
- Ability to search for answers independently and ask questions to achieve problem resolution
- Strong accountability, analytical, organizational and communication skills are a must
- This position requires hands-on experience with multiple versions of the Microsoft Windows



operating systems to achieve optimum performance

- Working knowledge of Networking, TCP/IP, Infrastructure (Firewalls/Switches/Routers)
- Working knowledge of Windows environments (server and desktop)
- Working knowledge of RapidFire, InterMapper, Kaseya

Why MetTel

MetTel is a cutting-edge telecom service provider delivering software and telecom services to enterprise companies nationwide. Our teams help create next-generation systems to meet the challenge of today's rapidly changing business climate, and set new standards for the telecom industry. From traditional voice to advanced services, MetTel's extensive partnerships enable us to deliver a complete portfolio of services in the United States, Canada and Puerto Rico as well as global MPLS and VoIP solutions. We believe that each team member is a key to the success and sustainability of the group. In order to achieve this we offer an environment where all professionals can grow and develop their skills and competencies, collaborate with diverse professionals, share knowledge and enjoy a rewarding career.

To Learn More

Visit: www.mettel.net or email us: Career@mettel.net