



T1 Repair Helpdesk Technician

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

Job Summary

MetTel is seeking a bright, highly motivated individual with an analytical mind who will be provide a wide range of support functions ranging from DS0, DS1 and DS3 support for voice and data.

Duties & Responsibilities

- Address and resolve all T1/PRI/ISDN/VOIP issues with clients
- Utilize all necessary resources within the company to proactively resolve issues
- Maintain focus on customer satisfaction
- Build positive rapport with customers, LEC's, and co-workers
- Communicate effectively with customers via telephone and e-mail
- Perform daily tasks with an entrepreneurial spirit and a true sense of ownership

Desired Qualifications

- Working knowledge of T1 and PRI applications both voice and data
- Experience in dealing with large multi-location customers
- Experience in dealing with RBOCs, LECs and CLECs with good escalation skills
- Understanding of Telephony Principles both POTS and Advanced Services
- Strong sense of urgency when dealing with high end applications and customers
- Customer relationship skills, ability to build strong relationships with customers and other business affiliates
- Strong written and verbal communication skills
- Ability to handle multiple tasks and meet tight deadlines and to work with a team to achieve results
- Microsoft Office proficiency
- Telecommunications experience a plus

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.



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