



# Muscatine Power and Water

Position: HelpDesk Technician I

Department: Customer Services

Reports to: HelpDesk Supervisor

Pay Grade: 25

Last Revised: December 2022

FLSA Status: Non-Exempt

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## Job Purpose

Provide exceptional customer service with high-level support to customers on a variety of issues specializing in troubleshooting the fiber internet, wireless internet, TV, and phone services. Respond to telephone calls and emails relating to Internet, TV, phone, electric, water, and other miscellaneous issues. Track and monitor problems to ensure a timely resolution. Sell and support communication products, have a complete understanding of cycle billing, and provide technical interface with other service departments within the Utility.

## Specific Responsibilities

1. Troubleshoot customer issues with Communications Utility products and services (email, Internet, TV, phone), promoting communications services.
  - a. Primary point of contact for residential troubleshooting, escalating to HelpDesk Technician II or Help Desk Technician III as necessary, and ensuring problems and solutions are achieved and documented.
2. Using the approved communications model to ensure customers are handled efficiently and with respect, respond to customer telephone calls and emails as they relate to services and products provided by the Utility:
  - a. Answer questions and perform business relating to all utilities, including, but not limited to residential applications for service, rates, promotions, policies, and service rules.
  - b. Promote the use of and sell MPW communications services to customers.
  - c. Create service orders for field personnel based on customer needs, calling out personnel depending on the situation.
  - d. Accept payments over the phone and accurately enter the transactions.

## Other Responsibilities

1. Identify, research, and resolve technical problems, notifying the appropriate department of the issue.
2. Interact with other technical areas of the Utility to address customer concerns or identified problems with the network.
3. Back up Customer Services Representatives as needed.
4. Other duties as assigned.

## Qualifications

### *Knowledge*

1. Associate degree with an emphasis in technical training/coursework related to networking or equivalent combination of education and experience required.
2. Minimum 2 years of customer service experience, prior helpdesk experience preferred.
3. Familiar with a variety of computer software/hardware applications along with a basic understanding of TCP/IP and associated network components as they relate to Internet connectivity.
4. Knowledge, or ability to obtain knowledge, of MPW electric, water, garbage, sewer, TV, phone, and Internet products, services, and policies.
5. Knowledge, or ability to obtain knowledge, of MPW rate structure.
6. Knowledge of a customer information system.

### *Skills*

1. Excellent verbal and written communication skills, especially for documenting troubleshooting efforts on behalf of a customer.
2. Excellent interpersonal and listening skills, with ability to build productive professional relationships, promote a team atmosphere and provide high level of customer service.
3. Proficiency with use of Microsoft Office Word and Excel at an intermediate skill level.
4. Bilingual skills (English/Spanish) preferred
5. Good judgment and reasoning skills.
6. Problem identification, analysis, and problem-solving skills, especially for troubleshooting basic PC, email, Internet, TV, phone, and other customer issues.

#### **Abilities**

1. Ability to work as part of a team, either as team leader or a member of a team.
2. Ability to drive results and ensure work is accomplished properly, safely, and in a timely manner.
3. Ability to use discretion in maintaining confidentiality and handling sensitive information.
4. Ability to work independently, effectively prioritize work, manage multiple tasks, meet deadlines, and adjust work priorities as needed to meet department/organizational objectives.

#### **Other Position Requirements**

1. Must be able to attend work on a regular basis and work overtime as needed.
2. Must maintain a method of communication to be contacted by MP&W outside normal work hours.
3. Personality and neat appearance appropriate to greeting the public. Must display a high level of professionalism, tact, and diplomacy when dealing with customers.

#### **Work Environment**

1. Work environment is primarily in an office environment.
2. Must comply with all safety and site rules at all locations.

#### **WorkSTEPS**

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This position is rated **Light** in the WorkSTEPS program.

**Key** (Based on a typical week):

**N**=Never

**O**=Occasional (1%-33% of the time, or 1-100 times per day)

**F**=Frequent (34%-66% of the time, or 100-500 times per day)    **C**=Constant (over 66% of the time, or over 500 times per day)

| Activity                | N | O | F | C | Activity           | Weight |
|-------------------------|---|---|---|---|--------------------|--------|
| <b>Lifting/Carrying</b> |   |   |   |   | <b>Pushing Max</b> | N/A    |
| Up to 25 pounds         |   | X |   |   | <b>Pulling Max</b> | N/A    |
| 25 – 50 pounds          |   |   |   |   |                    |        |
| 51-100 pounds           |   |   |   |   |                    |        |