

## ***Customer Support***

IIJ America Inc. New York Office

Full time/Entry-Mid Level

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### **Required**

#### **Qualifications/Skills**

- Responds to service-related customer inquiries, trouble, and/or complaints by phone and email.
- Instructs network carriers to troubleshoot circuit outages and usability issues.
- Communicates with application service providers/resellers to respond to customer inquiries.
- Provides customers with remote instructions to isolate the cause of Internet connection outages.
- Provides customers with basic instructions on the use of the application and internet related services.
- Escalates trouble tickets to the engineering team once the work level of a service ticket is beyond the scope of the 1st level support.
- Manages ongoing service tickets and ensure the expected service levels.
- Sends notices for planned or unexpected service outages to customers in a timely manner.
- Opens appropriate tickets with the datacenter related inquiries and troubles.
- Creates, revises, and translates manuals, documents, and reports when needed.
- Regular working hours is 9am – 5pm Eastern Standard Time (EST).
- With teamwork, covers working hours of 9 am – 5 pm Pacific Standard Time (PST) from Monday to Friday (12 – 8 pm EST from Monday to Friday), in case of absence of a customer support representative covers working hours of 9 am – 5 pm Pacific Standard Time (PST).

### **Benefits**

- Medical & Dental & Vision, Basic Life Insurance (Full Time Only)
- Employee 401 (K) Savings Plan
- Paid Holiday, Vacation Day
  - 1st year :8 paid holidays (Depend on starting date)
  - 2 - 5 years :13 paid holidays
  - 6 – 10 years :18 paid holidays
  - 11 – 20 years :23 paid holidays

Over 21 years :28 paid holidays

- Sick Leave
- National Holiday Office Close 12days/year
- Online Self Education Program (Udemy)

**About IJ America Inc.** IJ America Inc. (IJ America) – is a wholly owned subsidiary of Internet Initiative Japan Inc. (IIJ, TSE Prime: 3774), one of Japan's leading Internet access and comprehensive network solutions providers.

IJ America was established in 1996. Since then, IJ America utilizes and embraces the latest internet technologies to design, deliver and manage highly qualified and experienced IT solutions to US enterprises based on various IT related requests.

Ever since its establishment in 1992 as the first Japanese Internet Service Provider, IJ has been taking pioneering steps in the field of Internet technology. IJ has always achieved the highest quality Internet environment in regards of network technology, backbone implementation and operation, NOC facility, services and user support system.

IJ Group has expanded its business portfolio and has provided Internet connectivity services, cloud computing services based on data centers, network systems integration services, and security solutions. We respond to customers' requests for a wide range of ICT solutions with one-stop services.