



## Job Details

<b>Title:</b>	<b>Business customer service and technical support Representative</b>
<b>Reports to:</b>	Business Customer service manager
<b>Location:</b>	Dublin
<b>Duration:</b>	Permanent, Full-Time

## About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

## About the Role:

In general, the individual will be responsible for handling queries from the Virgin Media Business customer base, along with partner organisations and liaising with several internal and external parties in order to address and resolve reported issues in a timely manner.

## Specific Tasks/ Duties:

- Handle incoming phone calls and emails from existing and potential business customers on queries relating but not limited to:
- Sales and product enquiries, Account and billing queries, service faults, service configuration and troubleshooting.
- Provide support to customers while demonstrating excellent customer service skills
- Use network monitoring tools to assess and identify issues
- Log and escalate faults with relevant contacts and systems to required level of detail
- Take ownership of and manage incidents through to resolution
- Liaise with various internal support and engineering groups during progression of issues (Data, voice, transmission, NOC etc.)
- Manage the prioritization of issues
- Liaise with the various Telecoms operators, partner organisations, vendors and IT support representatives in managing issues related to Virgin Media services

### **Main Outputs:** (e.g. reports, written correspondence, sales)

- Maintain and update customer contact and account details.
- Maintain a report on support contact drivers to identify patterns in fault occurrences.
- Carry out specific administrative support as requested.

### **Key Results Areas** (e.g. deadlines or targets, measures of customer satisfaction)

- Effective communication between all departments;
- Professional communications to customers and resellers
- Team ethic – Professional, cooperative and supportive
- Excellent communication skill, verbal and written
- Display professionalism whilst communicating with external and internal customers
- Excellent troubleshooting and investigation ability
- At least two year previous experience in a customer facing technical support role
- Ability to work on own initiative and take ownership of faults in a high pressure environment

### **The Person:**

#### **Qualifications/Education**

##### **Essential**

- Leaving Certificate
- Experience in Microsoft Office.

##### **Desirable**

- Comptia Net+ or CCNA a distinct advantage

### **Experience**

##### **Essential**

- Experience in customer facing technical support.
- Good knowledge of operating systems, email clients and IPV4/IPV6 Networking
- Knowledge of and/or solid understanding of networking technologies ( TCP/IP, DHCP, FTP, VOIP, SIP, WiFfi, configuration of cable modems, routers, switches and other networking peripherals.
- Competence of the MS Office Suite.
- Experience of working in a dynamic, busy operations environment

##### **Desirable**

- Proactive and resourceful
- Ability to work on own initiative

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply [jobs@virginmedia.ie](mailto:jobs@virginmedia.ie)

Not your ideal job? Visit our career page to view all of our other open vacancies;  
<http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.