



## **Technical Support Representative**

Location: Verona, IL 60479  
Compensation: Based on Experience

### **Description**

We are dedicated to providing our customers with excellent technical support where customer focus will exceed our customers' expectations.

### **Responsibilities / Skills**

- In a courteous and professional manner, respond to inquiries by phone, email, and or in person, providing the information required on a timely basis.
- Communicate effectively with customers via telephone and email, with the ability to quickly build a rapport and credibility with the customers.
- Be able to troubleshoot and communicate effectively with customers, while maintaining customer records.
- Perform tasks that support client contact and excellent follow-up.
- Able to quickly acquire knowledge of ClearSKY technical support customer service standards.
- Have the desire to learn, supported with a love for technology.
- Perform other related duties as required and directed.
- Must have proven ability to work within a fast-paced, high-change, diverse, cooperative-working environment.
- Must demonstrate personal accountability to set priorities, organize workload, handle multiple interruptions, and meet deadlines while working within a flexible schedule to manage time effectively.

### **Requirements for Role**

#### **Education/Experience:**

High School diploma required. Technical background preferred.

**Send Resumes to:** [resume@csky.net](mailto:resume@csky.net)