

POSITION DESCRIPTION

POWERNET TECHNICAL SUPPORT REPRESENTATIVE

I. OBJECTIVES:

The position of PowerNET Technical Support Representative was created to help achieve the current mission of the Association, which is stated as follows:

Our mission at Benton Rural Electric Association, a member-owned and operated cooperative, is to provide affordable and reliable energy and other member driven compatible services that enhance the quality of life for all of our members. Our mission is to supply a stable, competitive, career-oriented work environment for all of the Association's employees. Our mission is being pursued by using progressive marketing in conjunction with sound financial and management principles.

Benton REA intends to accomplish this mission by assigning specific operational duties and responsibilities to be delegated to a competent, well-trained person whose knowledge and ability in this position will contribute to the attainment of the current mission of the Association. This person must be adaptable, self-motivated, responsible, accountable, and energetic.

The specific objectives for this full-time position and the responsibilities to be fulfilled to achieve these objectives include:

- A. Maintaining and implementing the Association's service programs in compliance with defined requirements, and pursuant to the direction provided by Association policy.**
- B. Follows the supervision of the PowerNET Services Specialist with regard to providing PowerNET Internet access products and services in order to provide superior quality service to members and customers.**
- C. Providing assistance and technical expertise, as directed, with regard to all programs, services, and/or business lines implemented by the Association and offered to members, customers, and interested parties requesting program or services information.**
- D. Providing "after-hours assistance" to program participants as directed or required.**
- E. Performing other functions when qualified and assigned.**

III. RELATIONSHIPS:**A. Reports to: PowerNET Services Specialist**

Responsible for keeping the PowerNET Services Specialist informed concerning work in progress and areas of special interest or concern. The PowerNET Technical Support Representative shall consult with the PowerNET Services Specialist concerning any problems that might hinder the efficient completion of the duties and responsibilities of the PowerNET Technical Support Representative. In the event that the PowerNET Services Specialist is/are absent from work, the PowerNET Technical Support Representative will report to the Information Technology Manager.

B. Cooperates and coordinates with:**1 Internal:**

- a. PowerNET Technical Support Representative(s) - with respect to coordination and assistance with regard to Association programs, services, business division functions, and any Program Services Department activities, and to provide continuity and backup for one another on specific projects and in general.
- b. Customer Accounts Representative(s)- with respect to coordination and transfer of billing information to respond to member/customer requests.
- c. All other employees - in order to develop and promote a team spirit and to provide quality assistance to all fellow employees with the intent of achieving the objectives of the Association.

2 External:

- a. Membership/Customers: to provide quality services to the members and customers by answering inquiries and giving assistance, as needed. Resolves complaints referred to the Program Services Department involving member/customer issues and concerns. Refers those complaints to the Program Services Advisor and then follows up to insure that the complaint has been resolved.
- b. General Public: to act as a representative of Benton REA and to maintain friendly, cooperative relations as responsibilities are being performed.

III. RESPONSIBILITIES:

To fulfill the objectives of this position, the employee so designated shall be expected to perform any or all of the following duties or responsibilities:

- A. Specific duties relating to Objective A: **Maintaining and implementing the Association's service programs in compliance with defined requirements, and pursuant to the direction provided by Association policy.**
1. Maintains level of expertise required for implementation and/or administration of Association sponsored programs by attending and completing necessary studies and training courses.
 2. Promotes member/customer programs as defined and directed.
 3. Assists with assuring program service quality and continuity by auditing the performance of independent program contractors and others as needed and requested, and by conducting follow-up reviews, as requested, to assess participant satisfaction and program or service performance.
 4. Implements all programs and services pursuant to Association policy and procedures and completes all necessary paperwork, record keeping, and program services projects accurately and in a timely fashion.
 5. Will promote teamwork and cooperative spirit by performing all other duties as assigned.
- B. Specific duties relating to Objective B: **Follows the supervision of the PowerNET Services Specialist with regard to providing PowerNET Internet access products and services in order to provide superior quality service to members and customers.**
1. Takes direction from and reports to the PowerNET Services Specialist.
 2. Receives on-going training from the PowerNET Services Specialist and remains up-to-date on current materials, information and issues.
 3. Submits schedule requests to the PowerNET Services Specialist for approval.
 4. Maintains a spirit of cooperation and collaboration between the PowerNET Program Services and Billing Departments.
 5. Will promote teamwork and a cooperative spirit by performing all other duties as assigned in order to accomplish the objectives set forth in this job description.

- C. Specific duties relating to Objective C: **Providing assistance and technical expertise, as directed, with regard to all programs, services, and/or business lines implemented by the Association and offered to members, customers, and interested parties requesting program or services information.**
1. Assists with annual and special membership and other meetings and is responsible for any program, service, or business line displays, as requested.
 2. Responds to PowerNET and other program services concerns by providing customer support over the telephone and in person in order to respond to questions and to provide information in a courteous, professional, and timely manner.
 3. Evaluates member and customer satisfaction by assisting with the Association's efforts on member and customer contact follow-up, as directed.
 4. Responds to the personal computer concerns of PowerNET services participants by utilizing personal technical skills and abilities, and by providing advice on where to get help with home or business systems, and by utilizing contract services and/or consultants, as needed and as authorized, to resolve problems.
 5. Ensures that PowerNET customers are directed to the appropriate PowerNET resource when the PowerNET Technical Support Representative(s) is/are unable to solve the problem, such as with commercial accounts and services and with web page services.
 6. Is responsible for initial personal computer setup and authorization for PowerNET accounts, account setup, account activations, account terminations, PowerNET subscriber training, assignment of passwords and e-mail addresses, and distribution of PowerNET packets and required hardware additions to participant's computer equipment.
 7. Responds courteously to member and customer requests in a timely manner by utilizing available options and resources and by following up to ensure member satisfaction.
 8. Is able to operate all job-related equipment, including but not limited to telephones, computer systems, databases and/or other programs.
 9. Responds to billing questions for PowerNET and all other programs and business lines in a quick, efficient, and courteous manner.
 10. Performs billing functions and other duties at the front counter reception area as necessary.
 11. Assists with troubleshooting PCs brought into the office by customers for virus removals or other services as assigned.
 12. Will promote teamwork and cooperative spirit by performing all other duties as assigned.

D. Specific duties relating to Objective D: **Providing “after-hours assistance” to program participants as directed or required.**

1. Coordinates with the other members of the PowerNET team as needed after-hours in order to respond to PowerNET emergencies (such as equipment and/or telecommunications circuit failures) by utilizing Association provided pagers and cellular telephones as requested, or directed. After-hours shall be defined as those time periods that are not within the regular scheduled workday as defined by the Association for each employee position. May be asked to call PowerNET subscribers at their premises to solve computer or Internet connectivity problems. The PowerNET Technical Support Representative is not required to stay within a particular geographic area, and is not on “call-out” or under any “standby” requirements whatsoever while carrying a cellular telephone and/or pager. Such services rendered are to be charged to the Association at the appropriate billing rate.
2. Coordinates, as requested, with the other members of the program team in order to provide after-hour technical assistance via cellular telephone to program participants as requested, or directed, through after-hours dispatch. After-hours shall be defined as those time periods that are not within the regular scheduled workday as defined by the Association. Provides direct assistance to program participants at the premises of the participant, or dispatches qualified technical assistance, as authorized.
3. Will promote teamwork and cooperative spirit by performing all other duties as assigned.

E. Specific duties relating to Objective E: **Performing other functions when qualified and assigned.**

1. Investigates complaints received from members or customers of the Association by coordinating with the PowerNET Services Specialist and by following up in a timely manner in order to satisfy the member or customer.
2. Promotes a safe work environment by:
 - a. Observing safety rules and regulations adopted by the Association, and encouraging others to do the same.
 - b. Maintaining familiarity with traffic laws and by using safe driving habits.
3. Creates a high standard of morale among the employees by encouraging team spirit and enthusiasm within and among the program services personnel and between the Program Services Department and the other departments.
4. Completes all projects and assignments in a timely manner based on designated schedules and priorities.
5. Willing to attend classes and training sessions, and willing to obtain

certifications based on skill level, as requested.

- 6. Performs other functions as needed in order to accomplish the objectives set forth in this job description.

IV. AUTHORITIES AND ACCOUNTABILITY:

The PowerNET Technical Support Representative shall have full authority to carry out the duties and responsibilities of this position in conformity with established policies and procedures.

The employee is encouraged to use initiative and judgment in making decisions, remembering that the Association's best interest can be affected by their actions. The employee should feel free to make suggestions for the improvement of operations and efficiency.

The employee shall secure the approval of the PowerNET Services Specialist in making decisions when policies are not clear and further explanation is needed. Any software, “scripts”, web pages, logos, art work, or other work products developed during compensated work hours while employed with Benton REA are the property of Benton REA, and it is agreed that Benton REA shall retain complete and undisputed ownership rights to such work products.

Because of the competitive nature of the Association programs, services, and business divisions that are developed and implemented after significant amounts of effort and resources are invested by the Association, it may be necessary for all PowerNET Technical Support Representatives to sign a confidentiality agreement with the Association. Signing a confidentiality agreement with the Association is a condition of employment with regard to the position of PowerNET Technical Support Representative.

This job description in no way implies a contract of employment between the employee and the employer. The employee recognizes that they are an employee at will.

ACCEPTED BY: _____ DATE _____
Employee

APPROVED BY: _____ DATE _____
Supervisor

REVIEWED BY: _____ DATE _____
General Manager/Executive Vice President