



**Title:** Tier 3 Helpdesk

**Location:** Newark, New Jersey

**Position Description:**

- Coordinate and communicate with internal and external vendors/ partners/ clients.
- Resolve technical issues.
- Open and work trouble tickets.
- Provide customer service/ tech support via email, SMS, and telephone in a fast paced environment.
- Identify, research, and resolve customer issues using the computer system.
- Provide customers with product and service information.
- Ability to work in an inbound call center answering a minimum of 70 – 80 calls per day.
- Answer phones and respond to customer requests.
- Follow-up on customer inquiries not immediately resolved.
- Type a minimum of 35 wpm.

**Working hours:**

2:00 to 10:00 with a Saturday or Sunday

**Responsibilities:**

Accurately process customer transactions such as orders, quotes or returns.

**Qualifications:**

- High School Diploma or equivalence.
- 1 year of call center experience
- MS Outlook, MS Word, Excel.

To apply for this position, please e-mail your resume to [susan.nankivell@idt.net](mailto:susan.nankivell@idt.net).