

Customer Service Representative III

The Mississippi Department of Information Technology Services (ITS), Telecom Services Division, is seeking qualified persons for the role of Telecom Customer Service Representative.

Customer Service Representative's (CSR's) are responsible for performing needs analysis based on customer and internal support inputs. CSR's take an active role in projects for various complex telecommunications projects that may involve diverse members to include the customer, vendor partners, internal staff, and cross-divisional areas. The incumbent will primarily work in the Customer Service area and be assigned projects associated with large network - voice and data implementations. Additionally, the incumbent serves as a liaison between the customer and ITS, working directly with vendor partners, customer contacts and internal staff to ensure that projects are delivered on time and within the customer's expectation.

Examples of work:

- Research and analyze data to prepare work order items for the services needed;
- Submit work orders to Network Programmers, technicians, and billing departments;
- Submit requests to vendors;
- Customer needs assessments, service orders, reports, project management, and inventory verification;
- Provide assistance to State agencies and vendors in analyzing issues, provide solutions, and training;
- Assist in design of test data to ensure resulting system meets client needs;
- Perform various levels of application testing and ensure system produces correct results;
- Respond to end-user questions concerning telecommunication services and requirements;
- Perform related or similar duties as required or assigned.

Successful candidates exercise independence and judgement and the ability to research, clarify, explain, and resolve non-route issues. Qualified candidates must have a high school diploma and 3-6 years of experience.

Preferred Qualifications:

- Good organizational and management skills with an in-depth understanding of the telecommunications industry;
- Self-motivation and the ability to work independently -Project management skills;
- Background in AT&T and CSpire products, services, and support processes is an added benefit;
- Ability and desire to provide assistance to clients by answering questions and resolving problems related to telecommunications services including, but not limited to, voice/data connectivity, long distance access, and conferencing options.

Interested applicants should apply at: [Customer Service Representative III | Job Details tab | Career Pages \(governmentjobs.com\)](#)