Subisu Cablenet Ltd.

Balwatar

https://subisu.net.np/

Technical Support Representatives - Junior

Basic Information

Job Category : Administrative/Office Support

Job Level: Mid Level

No. Of Vacancies: 1

Employment Type: Full Time

Job Location : Baluwatar

Offered Salary: Negotiable

Apply Before: 2025-11-26 (21 Days, 14 Hours From Now)

Job Specification

Education Level: Bachelor Degree

Education Required: Bachelor (Computer Science), Bachelor (Management)

Experience Required: Greater Than

Other Specification

Skills & Requirements:

- Intermediate completed and above in any discipline
- Sound knowledge on customer handling (interpersonal, negotiation) skills
- Good command over both English and Nepali
- Good knowledge on computer networking
- Sound skills on computer office package
- Ability to work under pressure
- Ability to handle any situation
- Ability to type minimum 30 Wpm plus

Job Description

The position is of Technical Support Representatives(TSR) where one should be able to entertain all the Incoming calls of Outside Valley Customers.

Major Roles And Responsibilities (Job Details):

- Identifying Customer needs, clarifying information, researching every issue, and providing solutions or alternatives.
- Deal with clients via phone
- Receive inbound calls
- Assist customers with any technical issues experience with any services and escalate any unresolved issues to the concerned Branch or Franchise.
- Receive and disseminate accurate information.
- Escalating cases to relevant departments.
- Perform duties as per OVCC requirements.
- Build sustainable relationships and engage customers by taking extra miles.
- Meet personal/team qualitative and quantitative target