



**Job Title:** Technical Support Representative (Call Center)

**Location:** Benjamin Franklin Institute of Technology—Boston, MA

**Organization:** PlumChoice

An innovator in the remote technical support industry, PlumChoice was founded in 2001. Our principal offices are located in Lowell, MA, Broomfield, CO, and Sweden.

At PlumChoice, our team is transforming the technology services industry. We are delivering more efficient, responsive and innovative technology solutions for our partners' businesses to succeed. We value innovation, initiative and a collaborative style, and are looking for highly talented people who want to join a growth-oriented company that's declared: [the industry must change](#) to meet evolving consumer and business demands for interconnectivity and access to technology services and data at home, in the office or on the go.

At PlumChoice, our mission is to build lifelong relationships with not only our business partners, but also our most valuable asset – our present and future talent. Learn more by visiting our website at: <http://www.plumchoice.com/>

**Job Responsibilities:**

The Technical Support Representative will provide remote technical and network problem resolution to customers. They will guide customers through step-by-step solutions over the phone by performing a question/answer diagnosis. Solutions include, but are not limited to, basic computer support, assisting with navigating application menus, verifying proper hardware and software set up, power cycle devices, troubleshooting email issues, and performing virus removals by utilizing internal tools.

- Handle inbound/outbound calls to deliver service and support to customers
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about services and technical support
- Gather customer information and determine needs/issues by evaluating and analyzing the symptoms
- Research required information using available resources
- Follow standard processes and procedures
- Follow-up and make scheduled call-backs to customers when necessary
- Stay current with system information, changes and updates

**Job Requirements:**

- Proper phone etiquette, and ability to speak to customers in a support role
- Knowledge of relevant software/ computer applications and equipment

*For further information please contact the offices of Career Services and Industry Partnerships:*

Phyllis Molta	617-588-1347	<a href="mailto:pmolta@bfit.edu">pmolta@bfit.edu</a>	Director
Jack Harari	617-588-1379	<a href="mailto:jharari@bfit.edu">jharari@bfit.edu</a>	Contact for Full-Time Jobs
Emily LeFevre	617-588-1338	<a href="mailto:elefevre@bfit.edu">elefevre@bfit.edu</a>	Contact for Part-Time Jobs



- Effective listening skills, multi-tasking capabilities and a willingness to co-operate with others
- Any IT certification is a plus
- Must be currently enrolled as a BFIT student
- Successful completion of 3 timed online pre-screening assessments that evaluate candidate's technical, customer service, and computer skills
- Ability to work from home after probationary training period, which requires access to: a private quiet workspace, computer (ideally with dual-monitors), and a strong internet connection
- NOTE: Employment is contingent upon successful completion of mandatory training

PlumChoice hires BFIT students for open call center technical support representative positions 3x a year. Mandatory training sessions occur in October, January, and June. If interested in applying, please email resumes directly: [elefevre@bfit.edu](mailto:elefevre@bfit.edu).

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Major: Computer Technology; All Majors

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