
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 : 2026-01-10 (30 Days, 19 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
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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