

Tampa Housing Authority MOB (Maintenance of Broadband) Squad Qualifications

For its BTOP Sustainable Broadband Adoption project, the Tampa Housing Authority (THA) sought out, hired, trained and developed suitable candidates for the MOB Squad Tech Support Team. The candidates were selected from THA residents and trained through the BTOP program. This entailed choosing residents that possess the experience, traits, qualities and passion necessary to excel in the position.

Excellent Customer Service and Communication Skills

Successful MOB Squad technical support representatives must be able to relay technical information to end-users who may potentially have no experience with computer systems. They must be able to effectively communicate with each user regarding any problem. They are expected to identify and then define the problem using terms that the end-user can understand. The tech support representative is expected to be polite and empathetic, showing concern and a sincere desire to resolve the user's problem. In addition to emotional intelligence, a successful MOB Squad technical support representative must also possess cultural competence, social skills, and the ability to handle any anxiety, anger, or frustration the customer may experience.

The MOB Squad technician will be patient and skillful when explaining why problems occur and how to avoid them in the future. The MOB Squad technician will be responsible for teaching the end-user basic troubleshooting techniques. In addition, the technical support representative will efficiently and accurately document each trouble ticket, in order to provide quality service and maintain a tracking system. The record maintenance system will serve to provide history on each end-user for the purpose of preventing abuse incidents and fostering a better working relationship with end-users in the future.

Multi-Tasking

The MOB Squad technical support representative is equipped to manage several issues at any given time: acquiring multiple new troubleshooting tickets, working toward completing open tickets, being accountable to upper management, and a myriad of other tasks. The MOB Squad technical support representative must be able to remain calm while continuing to work effectively and efficiently at all times. MOB Squad technical support representatives must also conduct themselves in a professional manner, despite the emotional state of the end-user.

Technical Proficiency & Passion

The ideal candidate is selected based on skill, but more importantly because they enjoy learning how to configure computers, hardware, and software. They are typically eager to acquire new knowledge in the field and not afraid explore and discover relevant material. The model candidate will show a

natural talent for seeing the larger picture in terms of networks, shared files, folders, and problems. Having the ability to view the larger picture is the first step to becoming a successful MOB Squad technical support representative.

Problem Solving

The most capable technical support representatives are able to solve problems quickly and efficiently. The MOB Squad techs are skilled at solving logic problems, uncovering hidden clues, chasing leads, and discovering and attempting solutions without further complicating the problem. The ability to communicate and think logically is paramount in successfully addressing each end-user's need. The technical aspect of the job has more to do with the overall intelligence, personality, and social abilities of the representative rather than technical aptitude. As a MOB Squad technical support representative, you must be prepared to think critically, solve complicated problems and find viable solutions.

Throughout the life of the grant, The MOB Squad technical support representatives have improved upon their abilities to become qualified technicians through training, experience, observation, collaboration with experienced technicians and most of all, through trial and error.