



Contact: Human Resources
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Wireless Analyst

TnT Expense Management is a private service company specializing in Telecommunications Expense Management Services. These include: Consulting, Auditing, Invoice Processing, Claims Tracking, Provisioning, Wireless Device Support and Telecom Contract negotiations. We provide our Fortune 500 clients with detailed analysis of telecommunications vendor invoices that frequently self-fund our services through the reduction in a client's telecom expenses.

Job Responsibilities

The role of Wireless Analyst is to assist our corporate clients with support services for their employee's wireless devices. It involves working with a client's employee base by responding to calls and emails that come in to our client help desk.

The position involves performing customer service and support, including: wireless device ordering, deploying devices, troubleshooting devices and issues, assisting on plan choice and rates working with various wireless carriers, etc. The focus of this position is to ensure our clients are receiving consistent service levels and support.

Candidates must have at least 1 to 2 years experience working in a call center environment. Experience with wireless devices, particularly an understanding of services, plans, equipment and technology is helpful, but will train. Proficiency in Excel is a plus. Some college coursework preferred.

No relocation package provided. Comprehensive Benefit Package including Healthcare, Dental, Life Insurance, 401K, Profit Share, generous vacation allowance, friendly work environment. TnT Expense Management is an EEO provider. No calls please. Principles only.

Please submit resume [including desired salary range](#) to HR@tnem.com