

**West Corporation / TeleVox Solutions  
Career Event / Informational seminar is open to All  
Veterans highly encouraged to apply**

**Mobile Career Center  
515 Springhill Plaza Court  
Mobile, AL 36608**

**Wednesday  
August 17**

**11:00 AM – 1:00 PM**

We are searching for **Technical Support Professionals** to work with our software as a part of the TeleVox Solutions Client Operations Team - building out and customizing technical solutions for new customers and providing back end support to existing customers who are already using our products. We do cool technical things, we wear blue jeans to work and we don't have to travel to get our work done!

- **Do you have an IT background - in education or work experience or both?**
- **Do you love to learn and master new technologies?**
- **Are you the “go-to” person when friends and family are challenged by technology?**
- **Do you always want to learn how things work?**
- **Are you great at troubleshooting issues and figuring out solutions?**

**Qualifications:**

- Associate's Degree from an accredited college or university in Business Administration, Computer Science, Communications, or related field required. Equivalent work experience may be substituted for educational experience.
- Bachelor's degree from an accredited college or university in Business, Computer Science, Communications, or related field preferred
- **2+ years customer service experience required, ideally in technical support or a business to business environment (4+ years if you don't have at least an Associate's Degree in a related field)**
- Programming/coding experience desirable but not required for consideration.
- Demonstrated ability to use trouble-shooting and problem resolution methodologies in a short period of time while adhering to assigned business segment's policies and procedures
- Strong interpersonal and verbal/written communication skills with both external and internal customers
- Ability to make effective decisions quickly and efficiently, multi-tasking and performing in a high volume deadline-oriented environment
- **Working knowledge of Microsoft Word, Excel and PowerPoint**

**Please apply at: <https://www.west.com/careers-search>**

# ABOUT

## WEST / TELEVOX SOLUTIONS:

Imagine getting paid to positively impact the lives of more than 1.5 million people daily. Now imagine having fun while you do it. Sound interesting? That's what it's like to work at West as part of the team that supports TeleVox Solutions. As the healthcare offering of West Interactive Services, TeleVox Solutions are automated voice, email, text message and web communications that healthcare providers can send to their patients to support them in becoming and staying healthy. Whether it's reminding patients to attend doctor appointments that are an important part of treatment, encouraging them to schedule cancer screening tests or motivating them to take their medications daily, West's TeleVox Solutions create opportunities for healthcare providers to engage and activate patients.

We're looking for motivated people who are ready to push one of the largest enterprise communication technology companies to even greater heights. People who are ready to toss aside strict dress codes, clock-watching afternoons and working for the weekend. People who love their jobs and believe in what their company stands for. People who are ready to embrace the opportunity growing in their own backyard.

Our employees are the lifeblood of our company, so we take care to ensure that every team member embodies our core values of Integrity, Trust, Caring, Resilience, Authenticity, Camaraderie and an "All In" approach to their work. TeleVox Solutions team members enjoy a nurturing, collaborative environment, including top-notch benefits, competitive salaries and personal growth opportunities. Not to mention the fun that comes with free food truck lunches, hula hoop competitions, cutthroat ping pong, impromptu ice cream parties and casual Fridays (as well as all the other days that end in "Y").

The West Interactive Services group of companies believes in putting meaningful communication at the forefront of every client, customer and employee relationship. We help companies connect and engage with their audiences and we're trying to change the fundamental way that happens. Interactive Services provides creative, tailored omni-channel engagement solutions that drive business results and inspire people to take action. We enable interaction between millions of people worldwide every day.

**Voice, email, mobile push, SMS, web, social media – we do it all!**

**We connect. We deliver. We are West.**

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