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## Welcome Josh Boruch

### First Level Support Tech a First for Jobecca

By Michael Einbinder-Schatz

Maybe you've dialed our Service and Support line in the past couple of months and been surprised at times to get a live voice. That voice belongs to Josh Boruch (pictured here), who spent the summer learning the ropes here at Jobecca.



Josh's hiring was the end result of internal discussions regarding ways of improving our service to our clients. We realized that our technicians were spending a high percentage of their time responding to support calls on the phone. Often these were calls that had come in on the Service and Support line. In analyzing the calls received, we realized there was an opportunity for us to improve response, while also diagnosing and resolving certain issues on that first call. At the same time, we saw benefit for our existing technicians, who would be able to be more focused while at client sites.

With that figured out, the search began. I interviewed a lot of candidates through postings at a local Technical institute as well as the Bucks County Technical High School. I talked to a lot of people who were technically proficient (some would qualify as true geeks (a term of praise here at Jobecca). However, Josh stood out...and not for technical reasons.

Josh studied both Information Technology and English at Bucks County Technical High School, after being home schooled through the eighth grade. I found him to be intelligent, articulate and personable when we talked. In analyzing the situation, I decided that the most important thing was for our First Level Technician to be the right initial voice for Jobecca. Some of the geeks I talked to, while technically talented, had not developed the level of communication maturity that I felt would be appropriate for our company. I knew that Josh's studies at Bucks, combined with some training and his natural communication skills, would be the best fit for what we were looking for.

Josh joined us this summer and was here off-and-on around previously scheduled time away. To date, he has done a terrific job handling calls, as well as monitoring and providing initial logistical support for tickets automatically generated by our Network Operations Center (such as when updates don't apply to a client's workstation because it is turned off, or a backup job fails). Josh knows how to handle a number of technical problems, and for those where he doesn't know the answer, he's been trained to gather the necessary diagnostic information for escalating the ticket on to one of our other technicians. We're finding that Josh's leg work is minimizing the amount of time they have to spend on diagnostics and often his work points them in the right direction for a faster resolution. All in all, we're pleased with how the process is going.

Josh has recently matriculated at Temple University (another good thing in my opinion as it is my alma mater), where he will be studying English with the goal of some day being an English teacher. For this first semester, with all of his required large lecture hall style classes, we are limited to his presence here at Jobecca. He will be with us all day Tuesday and half a day on Thursday. We look forward to having him for more time as his studies progress. In the meantime, if you reach Josh when calling for support, introduce yourself.

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