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Waiting To Be Fired

By *srlinuxx*
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The office that I work in is rather typical for a phone support operation, I think, though it probably falls on the small side of that spectrum. There are several dozen phone support techs like myself there working two shifts. And it was nice at first. The first three months or so were fun, interesting, and only mildly stressful. It even paid well for a phone support job.

I worked the evening shift, from early afternoon until midnight. I help new customers set up their dialup or DSL service when I can, and I'm fairly good at that. If you were having trouble with either of those, you'd probably want to talk to me... I don't read from a script, and if you tell me you are using something other than Windows, I don't freak out and get rid of you. I'd even help with things less supportable than alternative operating systems, supposing no other calls were waiting. Routers, playstations, you name it, I'm familiar with it enough to help.

Many dumb things happened that I didn't worry too much about. Offices are that way, a person either ignores it, or bad things happen. I ignored them. The evening supervisor was friendly, a fellow geek, and best of all, someone who could help you figure out a problem even if you can't do it yourself. He'd take supervisor calls if you bothered to weed out the whiny customers even a bit for him.

The people I work with were cool, after 10pm or so there was often enough times between calls for idle talk.

Then things changed.

We got a new supervisor, a bad one, but not so bad that he was immediately intolerable. He's the chinese water torture of bad supervisorydom. One little drop of water every day or so, and what's a drop of water? But now it's been over three months, and its all but indistinguishable from the waterfall.

Full Blog [2].

Misc

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