



Technical Support Representative

Troubleshoot customers' technical problems. Resolve issues related to computers, internet, networks, Wi-Fi routers, TVs, phones, tablets, DSL Gateways, and the like. This is a full-time position Monday – Friday 8am to 5pm with on-call required.

Job Duties

- Identifies, investigates, and resolves customer technical problems.
- Proficient with or the ability to quickly learn an array of computer hardware and software programs.
- Professional telephone manners and excellent verbal and written communication skills.
- Strong analytical and problem-solving skills.
- Must work well in a team-oriented atmosphere, as well as work independently.
- Ability to gather useful information in providing solutions to a technical problem.
- Ability to think through the problem.
- Consult with customers to determine steps and procedure to identify and resolve problems.
- Multitasking and organizational ability.
- Maintain composure and a positive attitude during difficult situations.
- Must be able to rapidly learn and apply new skills through direct instruction and organized training courses.

Requirements

- Must have the ability to lift up to 50 lbs.
- High school diploma, 2+ years pertinent education or experience, preferred.
- A general understanding of IP networks.
- General Windows operating system knowledge, Linux knowledge preferred. Technical and mechanical aptitude.
- Periodic travel for training.