



PO Box 1030, Fruitland, ID 83619
(208) 452-2000

OPEN POSITION AT FARMERS MUTUAL TELEPHONE COMPANY IN FRUITLAND IDAHO

Job Title: Internet Support Technician

Job Description:

- This is an entry level tech support position. Computer repair and basic networking experience is required. Must have a desire and willingness to learn.
- Provide technical support via phones, chat, and email for our customer base and internal departments. This includes internet connections, network support, modem/router configuration, computers, portable devices, etc.
- Responds to customer e-mails, chats and voicemails in a professional manner.
- Computer Repair (hardware, software, virus removal, etc.).
- Provide occasional, secondary on-site networking support for homeowners and small businesses.

Requirements:

- Excellent customer services and technical support skills.
- Ability to pay close attention to detail.
- Patience – such as dealing with escalated calls and customer complaints.
- Excellent telephone manners required (confident speaker).
- Excellent writing/documentation skills.
- Ability to work on own initiative.
- Good team player, proven experience working well with co-workers and public.
- Candidate must have a good knowledge of Microsoft Windows Operating systems, office suites, Internet browsers, firewalls, Anti-Virus software, etc.
- Basic understanding of LAN/WAN networks, IP Addressing, and wireless networking.
- Ability to perform under pressure.

Additional skills preferred:

- A+, Network+, CCNA certifications or coursework in this direction.
- Proficiency in bilingual English/Spanish verbal and written communications.

How to apply: Please download an application from our website <http://online.fmtc.com/careers/> (contact us, careers) or pick an application up in our office at 319 SW 3rd St, Fruitland, ID.

Close date: When filled
Hours Per Week: 40
Duration: Permanent
Shift: 8:00-5:00, Monday-Friday
Salary: Depends on Experience
Benefits: Vacation Pay, Sick Leave, 401K Contributions, Medical, and more...

Please submit an Application and Resume to:

Farmers Mutual Telephone Company

Attn: H.R. Department

319 SW 3rd St. / P.O. Box 1030

Fruitland, ID. 83619

Email: fmtcjobs@fmtc.com

Fax: 208-452-5341