

Job description

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 3rdSt, 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 3rdSt. / P.O. Box 1030

Fruitland, ID. 83619

Job Type: Full-time

Pay: \$15.00 - \$18.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- Monday to Friday

Experience:

- Customer service: 1 year (Required)

Work Location: In person