Technical Support I – Wasilla

Alaska Power & Telephone has a full time opening for an entry level position as a **Technical Support I** working out of our **Wasilla** office. A successful candidate will be a self-starter, highly motivated, flexible, detail-oriented, and willing to follow directions. They must be interested in learning and applying new technologies and skills. The candidate must also possess excellent team and interpersonal skills, the ability to work with minimum supervision and possess good customer service skills.

Required Qualifications Required
- Must have a High School Diploma or GED
- Must have 1-2 years of experience in a customer service role
- Must be able to pass a pre-employment background check and drug test

Desired Skills & Experience
- Associate's Degree in Computer Science, Networking, or similar
- Troubleshooting skills and the ability to diagnose and resolve network system problems
- Ability to troubleshoot customer computer issues related to establishing Internet connectivity
- Network+ or other networking certifications

Job Duties and Responsibilities
- Provide courteous and responsive Internet technical support for AP&T customers
    - Identify and troubleshoot internet connectivity or email related issues
    - Troubleshoot Wireless Broadband and WiFi Hotspot Service
    - Support local technicians and customer service representatives
- Basic Admin Support
    - Ship equipment as needed
- Other duties as assigned

Interested? Apply now at:

https://aptalaska.workbrightats.com/jobs/556961-176045.html

AP&T is an EEO Employer/Vets/Disabled and Drug and Alcohol-free workplace