



## **Technical Support I Wasilla**

Alaska Power & Telephone has a full time opening for an entry level position as a Technical Support I. Our 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 minimal supervision and possess good customer service skills.

This is a technical support position with emphasis on maintaining, monitoring, and troubleshooting WAN and LAN Data networks. This position will provide support to the Engineering, Technician and Customer Service staff.

### **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

### **Required Qualifications Required**

- High School Diploma or GED
- 1-2 years of experience in a customer service related position
- Ability to pass pre-employment background check and drug test

### **Desired Skills & Experience**

- Associate 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

Interested? Apply today at:

<https://aptalaska.workbrightats.com/jobs/764585-176045.html>