



Technical Support I/II-Wasilla, Alaska

Alaska Power & Telephone has a full time opening for an entry level position as a Technical Support I/II. 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 great 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 Engineering, Technician's, 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:

- 1-2 years of experience in a customer service role
- Ability to pass pre-employment background check and drug test

Education Required:

- High School Diploma or GED

Desired Education:

- Associate degree in computer science, networking, or similar
- Network+ or other networking certifications

Experience Required:

- A basic understanding of enterprise networking equipment
- 1-2 years related experience working with troubleshooting LANs and Wifi
- Demonstrated ability to troubleshoot network issues over the phone
- Minimum of two year's experience in a customer service-related position
- Troubleshooting skills and the ability to diagnose and resolve network system problems.
- Ability to troubleshoot customer computer issues related to establishing Internet connectivity

Physical Requirements:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Employee must maintain a constant state of mental alertness at all times. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Essential and marginal functions may require maintaining physical condition necessary for bending, stooping, sitting, walking or standing for prolonged periods of time; most of time is spent sitting in a comfortable position with frequent opportunity to move about. Work is mostly performed from a sedentary posture.
- The employee is regularly required to hear, talk, sit and use hands and fingers to operate a keyboard and phone.
- The employee may be occasionally required to reach with hands and arms and lift, handle, or move objects weighing up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust vision.

The pay range for this position is \$22.75-\$24.00 per hour and is DOE

AP&T offers a generous benefit package including (but not limited) to medical, dental, vision, 401K, (plus more) a \$5000.00 annual medical travel reimbursement, up to \$150.00 annual medivac insurance reimbursement and employee stock ownership options, \$200.00 in company logowear. Recognition of our employees is important to AP&T's values. We like to continuously show appreciation and recognition within our teams. AP&T is a small non-union, employee-owned utility serving over 40 communities and villages.

For more information about our amazing careers click here: [AP&T Recruitment Video on Vimeo](#)

For more Information on our organization please click here: [Home - AP&T \(aptalaska.com\)](#)

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