



## **Technical Support Supervisor-Alaska**

AP&T is seeking a Technical Support Supervisor in any of our Alaska locations.

### **Technical Support Supervisor**

This position will supervise 1-2 technical support employees and manage the outsourced company that helps provide 24/7 technical support for AP&T customers. This is a working position that will provide customer technical support as needed, especially the more difficult trouble tickets. This position is responsible for managing trouble tickets across the Telecom side of the AP&T operation. Regular review of tickets is necessary to ensure they are being resolved or escalated in a timely manner.

### **Job Duties and Responsibilities:**

- Develop and implement procedures and best practices for the technical support
- Work with other departments to understand technical support needs and develop solutions that meet their requirements
- Handle escalated customer complaints and technical issues.
- Collaborate with other departments to resolve complex customer problems
- Provide courteous and responsive technical support for AP&T customers
- Identify and troubleshoot internet connectivity or email related issues
- Troubleshoot Wireless Broadband and Wi-Fi Hotspot Service
- Provide coaching and training to technical support staff (internal and external), technicians and customer services representatives on updated support process
- Support local technicians and customer service representatives
- Basic Admin Support
- Ship equipment as needed
- Other duties as assigned
- Ensure all activities comply with industry regulations and company policies

### **Candidate Qualifications Required:**

- High School Diploma or GED is required
- Understanding of enterprise networking equipment
- Demonstrated ability to troubleshoot network issues over the phone
- Understanding of Telecom Networks and associated protocols
- Troubleshooting skills and the ability to diagnose and resolve network
- Excellent customer service skills
- Excellent communication and interpersonal skills
- Strong organizational and time management skills

### **Candidate Qualifications Desired:**

- Network+ or equivalent certificate
- 5+ years related experience working with troubleshooting LAN's and WiFi networks
- 5+ years' experience in a Customer Service-related position
- 4-year degree in related field
- Supervisory experience

### **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 for this position is \$65,000.00-\$75,000.00 annually 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 \$125 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 Alaskan communities and villages.

For more information about our organization, please visit <https://www.aptalaska.com> Interested?

Apply online at: <https://aptalaska.workbrightats.com/jobs/1212860-176045.html>

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