

Company: Regional Internet Service Provider
Title: Internet Network Specialist
Job Type: Full Time / Permanent
Department: Network Operations
Reports To: Director of Internet Services

Essential Duties and Responsibilities:

Provisioning, maintaining, monitoring, and troubleshooting all Internet-related systems. Level 1 and 2 help desk support. Direct customer contact. Provide assistance for Network Operations Personnel in configuration and deployment of premise equipment. Installation of CPE equipment (wired and wireless) at customer sites (wires, modems, routers, firewalls, IAD, etc.) Other duties may be assigned.

Qualifications:

To perform this job successfully, the candidate must be able to perform each essential duty satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or the ability required.

The position requires both a high degree of technical competence in networking and direct customer contact. Interpersonal skills and communications are a must. Ability to work with Sales to meet customer expectations.

The ability to install / troubleshoot customer LAN / WAN equipment including network wiring. Must have proficiency in MS operating systems, MS Office suites and various browsers. A valid driver's license is required.

Education and/or Experience:

Experience with LAN, WAN, WLAN, routing protocols, transport networking as well as support of servers (Windows 2008-2012 and Linux) and workstations (Windows or Mac) experience required. Experience with the delivery of Telephony services (VoIP and traditional) are desirable. Previous Internet Help Desk, Network Support, and Network certifications are a plus.

No outsourced IT service offers please.