INDUSTRY I-NET

Company Description

Industry I-Net is an Internet Service Provider offering broadband service to customers served by Industry Telephone Company. Industry I-Net also offers other services such as IPTV, Long Distance, Web Hosting, Co-location services, Wireless Broadband Transport, Wi-Fi Hotspots, Email Hosting and General Network support to customers within and out of our service area. Industry I-Net service area covers a vast area of exclusively rural customers and places an extreme emphasis on quality of service and customer satisfaction.   Our service area includes portions of Austin, Colorado, Fayette, Lee and Washington County.   We are currently seeking a qualified individual to fill the role of Network Support Technician.

Position Summary

The individual in this role will assist with the installation, maintenance and ongoing support of both our wired and wireless broadband network, video network and internal network. This individual should also have networking skills to assist customers with connectivity to the services and products we offer. Ideal candidate will need to be able to learn quickly and be self-motivated to accomplish the goals of the company.

Essential Job Functions

Assist with technical activities related to the design, analysis, development, and maintenance of the products deployed to our customer base

Assist with testing and configuring software and maintain and repair hardware and peripheral devices on Local Network, as well as External Network

Generate email and network accounts for new users

Configure computers for office LAN

Assist in customer equipment set-up, software installation, and updates

Coordinate with supervisor to set user access, permissions, and roles to prevent unauthorized access.

Take ownership of customer issues reported and see problems through to resolution

Provide on-call after-hours support if needed

Evaluate customers' broadband needs and suggest additional/alternative service as appropriate

Work with a team of fellow employees, possess satisfactory written/reading communication skills as well as good customer service skills and be adaptable to changing environments

Strong documentation skills, especially with the Microsoft Office Suite for reporting customer information and network details for the customer and of company's network changes

Position Qualifications

Ability to demonstrate knowledge of computer operating systems (i.e., Windows, Linux and Macintosh)

Ability to provide professional, efficient, and quality customer service to both internal and external customers both face-to-face and over-the-phone

Ability to efficiently and accurately work with multiple types of information and/or perform multiple tasks simultaneously

Experience with configuring and testing wireless networking systems

Experience with standard Internet configurations and protocols including: TCP/IP, DHCP, LAN Connections for Broadband Internet, IMAP and POP3 e-mail configurations, FTP

Ability to recognize and identify sales opportunities that meet the needs of customers and the company including promoting and closing sales of products and services

Compensation and Benefits

Salary will be determined based on qualification and experience. Future raises and advancement opportunities based on job performance. After 90-day orientation period, the company provides excellent Health, Dental and Group Life coverage, as well as 401(k) and a Flexible Medical Spending Account.

Disclaimer

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

Industry I-Net, Inc. is an equal opportunity employer.

Please direct resumes to:	**Industry I-Net, Inc.**
	P O Box 372
	Industry, Texas 78944
Or via email to:	**hr@industryinet.com**