Internet Support Help Desk Technician

Summary:
MyJEC.net is growing and is looking for an internet support desk technician to help us meet customer demand for service. We provide wireless and fiber internet to our customers in Jackson and Matagorda counties and the surrounding areas.

Help Desk Job Skills:
- Problem solving
- LAN/WAN knowledge
- Verbal communication
- Operating systems
- Phone skills
- Customer service
- Quality focus
- PC proficiency
- System administration
- UNIX system administration

Responsibilities:
- Provides technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
- Provides answers to customers by identifying problems, researching answers, and guiding clients through corrective steps.
- Accomplishes information systems and organization mission by completing related results as needed.
- Work through onsite issues, solutions-oriented mindset and document conditions.
- Travel and work in the field requiring physical demands of lifting, stooping, standing for extended periods, getting in/out of misc. equipment, and climbing ladders in adverse weather and heat.

Work Hours & Benefits:
We offer competitive hourly pay and benefits package, including paid holidays, vacations and sick leave, medical, dental, and 401k & retirement plan. Position is a full-time position based out of our Bay City office, Monday-Friday, 8:00am-5:00pm. Position may require working evening hours and weekends as needed.

Education, Experience, and Licensing Requirements:
- High school diploma, GED, or equivalent
- Prior information technology or systems administration experience preferred
- Familiarity with telephone, office, and point-of-sale software a plus

Pease send resumes to Missie Landry at mlandry@myjec.coop.