

Internet Support Technician

Valley TeleCom Group is seeking a qualified individual for the position of **Internet Support Technician**. You will work in a fast-paced environment as a Tier 2 technician to take incoming technical calls from customers and field technicians. You will listen, analyze, troubleshoot and resolve technical issues for voice, internet or data installation and connection issues. You may remotely configure and troubleshoot client's equipment or simply educate customers. In the event the issue cannot be resolved, the call will be escalated to the next tier of support or arrange dates, times & access arrangements for a service call. This position will also promote and sell additional services.

This position will report to the Willcox headquarters office located at 752 E Maley Street.

High school diploma or General Educational Development (GED) certificate and one to three months related experience and/or training. A working knowledge of Internet, email, network and home network technology is essential.

Applications and job descriptions may be obtained from our web site: www.vtc.net OR requested by calling 520-384-2231 or 1-800-421-5711. You may also pick one up at our headquarters located at 752 E. Maley. Submit apps no later than **Friday, February 15, 2019** at 5:00 p.m. to: Valley Telephone Cooperative, Inc., P.O. Box 970, Willcox, AZ 85644, Attn: EMPLOYMENT. You may also fax your application and/or resume to: 520-826-1848 or email them to: employment@vtc.net. A post-offer, pre-employment drug test, background check and physical will be conducted. EOE