



JOB TITLE: Tier 1 ISP NOC Technician

LOCATION: Taos, New Mexico

ENTITY: Kit Carson Internet

Job Description / Position Function

Kit Carson Internet is a leading ISP provider of Broadband Fiber Network solutions, based in Taos NM, we are looking for a dependable Tier 1 Technician to provide helpdesk support in a Mixed Operating System Environment Microsoft Windows, Linux and Mac OS. Must be able to work independently and provide quick and accurate results. Requires experience with Microsoft Windows Server (Minimum of 1-2 months), Ubuntu Linux, Help Desk Support via phone/hands on, MCSE, A +, Network+, CCNA certifications a big plus.

Key Responsibilities / Duties and Accountabilities

- Serve as the first point of contact for customers seeking technical assistance over the phone, email, Onsite
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers. Consistently reviews and prioritizes tickets and workload
- Walk the customer through the problem-solving process
- Tier I will communicate and work as a team with Tier II and Tier III to solve a customer's issues
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs Case Management Operational Efficiency
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team Operational Efficiency
- Identify and suggest possible improvements on procedures Operational Efficiency
- Encourages and builds positive relationships and communicates effectively with all co-workers, outside customers and possibly vendors

Experience / Preferences

- Proven experience as a Help Desk Technician or other customer support role
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Proficiency in English and Spanish
- Excellent communication skills
- Customer-oriented and cool-tempered
- Team Player
- Strong Interpersonal Skills

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as a complete statement of duties, responsibilities or requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

