

## **INTERNET TECH POSITION**

### **Required Skills:**

1. Strong inter-personal and communication skills; independent problem solving capabilities.
2. Comfortable with most aspects of routers, especially Home network devices: for example, fundamentals of security, installation and configuration, can troubleshoot customer configurations to allow VPN access.
3. Ability to solve problems quickly and completely.
4. A solid understanding of MS Windows 95, 98, NT, ME, 2000, and XP.
5. Must be able to install Network cards in customers Computer and also be able to troubleshoot a bad install of card and resolve the issue.
6. Experience with TCP/IP networking protocols.
7. Experience with Microsoft networking.

### **Primary Responsibilities:**

1. Customer service problem resolution.
2. Respond to telephone calls, email, and personnel requests for technical support;
3. Perform network troubleshooting to isolate and diagnose common network problems at customer sites;
4. Track and monitor customer network problems to ensure a timely resolution;
5. Keep management informed of ongoing support issues.

### **Required Background:**

1. Familiarity with a variety of networking's concepts, practices, and procedures.
2. Familiarity with networking on Microsoft operating systems, including Windows 95, 98, ME, NT, 2000, and XP.