



Position: TechForce Technician

General Summary:

Our TechForce Technicians are the first line of support for all customer calls relating to internet. Duties will include both phone and onsite support of all residential internet service offerings, cleaning and restoring PC's with virus and malware infections. Performs installation of routers, modems, wireless access points and wireless extenders or any other computer services for all residential customers. Responsible for preventative maintenance of equipment, and provide sales referrals, site surveys and customer relationship management.

Essential Job Functions

- Install, maintain, and remove customer equipment pertinent to internet and VOIP phone service.
- Coordinate with other departments on service installations and changes to update billing and central office records.
- Maintains and repairs existing customer equipment.

Knowledge, Skills, and Abilities

- Knowledge of Basic Ethernet.
- Knowledge of Home Networking, wireless, antivirus programs and basic software support.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to pay close attention to detail.
- Ability to follow instructions both written and verbal.
- Ability to adhere to PMT standards for equipment installation and transport.
- Ability to work independently and make sound technical decisions using information on hand.
- Ability to effectively function as a team player.

Education and Experience

- Must have a valid Driver's License with a clean driving record and be able to pass both a Background check and Drug Screen.
- Must have A+ Certification
- High School diploma or GED - college experience preferred.
- Must be computer literate with experience with Microsoft Operating Systems.
- Microsoft or other computer certifications are a plus
- Strong written and verbal skills. Bilingual abilities are a plus.

Location:

- This position will report to the PMT Rupert, Idaho office.

How to Apply:

Send a cover letter and resume to:

PMT

C/O Outside Plant Manager

P.O. Box 366

Rupert, ID 83350

Or email HR@pmt.coop

Closing Date:

When a suitable candidate is found.

PMT is an Equal Opportunity Employer; all qualified candidates are encouraged to apply. We offer competitive compensation and an outstanding benefits package including health, dental, vision, accident and life insurance, short-term and long-term disability, 401(k) with company match, flexible spending accounts, tuition reimbursement, paid training, and much more! PMT is an Equal Opportunity Employer and Drug Free Workforce.