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www.metalink.net

CAREER OPPORTUNITY
Technical Support Specialist

About Us:

MetaLINK Technologies has been serving our customers since 1996 providing High-Speed Broadband Internet, Fiber Transport, Co-location, Web Hosting, and Hosted Phone Services and systems.

Locally owned and operated, our goal as your service provider is to offer you and your business fast, reliable Internet access and professional world class technical support to keep your connection running smoothly.

We are proud of the quality services that we provide to your businesses and households. We are active community members reaching out to help continue to build on the strength of our hometowns.

Serving Northwest Ohio, Northeast Indiana, and Southern Michigan, our footprint of services is growing along with our professional services we provide.

Benefits

- Major Medical – Dental – Vision
- HSA – monthly company contribution
- Life Insurance
- Short Term Disability Insurance
- Long Term Disability Insurance
- Workers Compensation
- 401(k) with Company Match
- Holiday Pay
- Paid Time Off
- Bereavement Leave
- Educational Reimbursement
- AFLAC Supplemental Insurance

Perks

- Costco, Sam's Club or Zoo Membership
- Gym Membership
- Wellness Program
- Free Internet with Managed Wi-Fi
- Discounted SFN Streaming TV Service
- Holiday Party
- Holiday Turkey and Ham
- Flexibility to Donate PTO Time
- Employee Bonus Plan
- Christmas Club Savings Plan
- Voluntary Life Insurance

Committed to deploying Innovative Broadband Technologies in our local Communities.

Job Summary: Provides technical assistance and training to customers by performing the following duties.

Essential Duties and Responsibilities:
Include the following. Other duties may be assigned as required:

- Provide excellent customer service and professionalism to a wide range of customers
- Answer inbound calls from clients for MetaLINK products and services
- Provide client support and technical issue resolution via E-Mail, phone and other electronic medium
- Configuration of client's equipment to connect to the Internet
- Provide training to clients in the use of system and applications as related to Internet
- Obtain general understanding of OS and application operations related to company offered services.

The Ideal candidate will also possess the following skills:

- Able to work independently and efficiently to meet deadlines
- Excellent customer service and interpersonal skills
- Able to promptly answer support related email, phone calls and other electronic communications
- Self-motivated, detail-oriented and organized
- Experience with hardware and software issues
- Proficient in Internet related applications such as E-Mail clients, FTP clients and Web Browsers
- Excellent communication (oral and written), interpersonal, organizational, and presentation skills
- Typing proficiency: 40-60 wpm.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience: One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Internet software and Word Processing software.

The above statements are intended to describe the general level of work being performed. They are not to be construed as an exhaustive list of all responsibilities and skills required of personnel so classified.

Job Type: Full-time, Monday – Friday, 2:00 p.m. to 11:00 p.m.

Starting Pay Range: $14.00 per hour