**Job Title:** Technical Support **Report To:** Technical Support Manager

**Summary:**

The Technical Support Team is responsible for performing the normal duties of the position, as well as any additional duties assigned to you by the Support Manager. Among your various duties, you will be expected to:

1. Provide Tier 2 phone support to all subscribers.
2. Provide Tier 3 truck-roll support to all subscribers as directed through the trouble-ticketing system.
3. Configure, replace, reconfigure and troubleshoot network and IT equipment in Company facilities and on customer premises.
4. Conduct preventive maintenance evaluations on all existing installations as scheduled and coordinated by the Support Supervisor.
5. Perform cable runs, Internet, Television and VoIP installations, and/or troubleshoot & improve previously installed customer systems.
6. Assist in the creation of new processes and procedures related to IT, networking, engineering, and customer support to make our technicians and Company more effective and to reduce costs.
7. Other tasks that may be assigned to you from time to time as directed by the Support Supervisor.

The position will be based out of either Steamboat Springs or Frisco, CO. The employee will also be expected to travel to the Company’s various operating areas; including throughout Summit, Grand, Eagle, Routt and Pitkin Counties and any new areas that we develop in the future.

An average work week will be approximately 40 hours and will include both weekend and holidays, with a specific schedule being coordinated with the Technical Support Manager and may be periodically adjusted as required. Depending on the project(s) or our workload, the employee may be required to work additional hours at overtime rates.

The starting salary is based on skills and experience, with an entry level base of $3,500.00 per month. The salary will be reviewed on the 6th month anniversary date and annually thereafter. In addition to salary, health insurance, wellness benefits, vacation, holiday, and sick pay, and per diem for travel are provided.