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| Job Title: | **Tier 2 Technical Customer Support** |  |  |
| Location: | Frisco CO or Steamboat Springs CO | Travel Required: | Yes  |
| Level/Salary Range: Tier 2 | $49,385-$77,648 Mid: $59,500 | Position Type: | Full-time |
| Level/Salary Range: Tier 3 | $60,095-$98,770 Mid: $71,698 |  |  |
| Direct Report: | Technical Support Manager |  |  |
| Job Description 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.  |
| Role and Responsibilities* Provide Tier 2 phone support to all subscribers.
* Provide Tier 3 truck-roll support to all subscribers as directed through the trouble-ticketing system.
* Configure, replace, reconfigure and troubleshoot network and IT equipment in Company facilities and on customer premises.
* Conduct preventive maintenance evaluations on all existing installations as scheduled and coordinated by the Support Supervisor.
* Perform cable runs, Internet, Television and VoIP installations, and/or troubleshoot & improve previously installed customer systems.
* 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.
* Other tasks that may be assigned to you from time to time as directed by the Support Manager.

Qualifications and Education RequirementsKnowledge and experience in;* Managing, monitoring, and troubleshooting:

 Wi-Fi Equipment  Cable Modem Systems Satellite Television Equipment Preferred Skills* Strong analytical, evaluative and troubleshooting skills
* Ability to communicate effectively with both internal and external customers
* Ability to set and manage priorities
* Self-motivated and results oriented
* Ability to work independently within a high-pressure environment
* Strong organizational skills and ability to multi-task in a small business environment
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\*\*Salary Range from Robert Half Technology Salary Guide, used Boulder as the City to more closely match cost of living in mtns.