

## **WISPRENN is hiring!**

### **(Field Technician)**

WISPRENN is a family owned high speed Internet service provider based in San Bernardino County. WISPRENN utilizes leading edge technology to provide small towns, rural areas, and growing communities with high speed internet.

#### **What are we looking for?**

We are hiring a stellar, top-performing individual to join our team to provide customer troubleshooting and support for WISPRENN Internet Service in the San Bernardino and Los Angeles County areas. This successful candidate will work with fellow employees on a daily basis to promote WISPRENN services and establish customer relationships. WISPRENN takes great pride in our customers and want to make sure that our candidates have excellent communications and interpersonal skills. We are looking for someone that can solve problems quickly and creatively.

#### **Responsibilities:**

- \*This is a physical, fast-paced position that involves continual lifting, lowering and adjustment of radio equipment that typically weigh 25 - 35 lbs. and may weigh up to 90 lbs.
- \*Travel to customer locations to troubleshoot and resolve issues.
- \*Install new services at customer locations.
- \*Provide technical support and troubleshooting guidance pertaining to Internet, and computer issues.
- \*Deliver exceptional customer experience while staying within our support scope guidelines.
- \*Employ time management and multitasking skills to maintain high service levels.
- \*Thoroughly document customer interactions and escalate potential service issues.
- \*Ability to work unsupervised.
- \*Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- \*Dependable to be at work during assigned shifts and to complete work as expected.

#### **Requirements:**

- \*Candidates must have a valid drivers license.
- \* Candidates must have a robust understanding of navigating computer operating systems, including but not limited to; Windows and Mac.
- \*Candidates must have a basic understanding of how to manually set-up and configure wireless routers.
- \*Candidates must have a basic understanding of IP addresses and their roles in networks.
- \* Candidate must be capable of lifting 90 lbs on a daily basis.**
- \*Industry related education and certificates are desired.
- \*This is a physical, fast-paced position that involves continual lifting, lowering and adjustment of radio equipment that typically weigh 25 - 35 lbs. and may weigh up to 90 lbs.
- \*Candidate must not have any fear of heights as this positions requires working from a ladder.

We are looking for those with a passion for technical knowledge and a desire to be on the leading edge of technology. WISPRENN is a great place to start and expand your IT career.

**Position:** Technical Support Representative

**Hourly Wage:** Negotiable

**Resumes will ONLY be accepted via email at [WISPRENNjobs@WISPRENN.com](mailto:WISPRENNjobs@WISPRENN.com).**