

Technical Support Engineer

Bertram Communications LLC seeks a qualified candidate to join our growing team as a full-time Technical Support Technician. The ideal candidate will be crucial in providing technical assistance to our customers and internal team members. We are looking for a highly skilled and dedicated individual with a passion for technology and a desire to impact the Internet industry positively. We want to hear from you if you have a solid technical background, excellent problem-solving skills, and a customer-focused mindset!

Responsibilities:

- Provide technical assistance and support to customers and internal team members via phone, email, or in person
- Troubleshoot and resolve technical issues reported by customers in a timely and efficient manner
- Document and track all customer interactions and resolutions in a detailed, timely, and organized manner
- Collaborate with internal teams to escalate and resolve complex technical problems
- Proactively identify and address potential technical problems to prevent customer dissatisfaction
- Maintain a professional and positive attitude when interacting with customers at all times
- Continuously improve technical knowledge and skills through training and self-learning
- Contribute to the overall improvement of processes and procedures within the tech support department
- Collaborate with team members to ensure customer satisfaction and overall team success
- Other duties as assigned

Requirements:

- Networking skills - Understanding of network connectivity, protocols, wireless, fiber optic or Cat5 knowledge, Windows
- Intermediate knowledge of email systems, Routers, Switches, and Operating Systems (Linux is a must)
- Excellent Customer Service and Communications (written and verbal) skills
- Minimum of 2 years of technical and networking experience

Nice to have:

- Development skills - Understanding of PHP, JAVASCRIPT, PYTHON, HTML, CSS, VSCODE, PHPSTORM, SQL, MYSQL

Benefits:

- Onsite training
- Promotes a family and team environment
- Flexible schedule

We offer full-time employees a competitive salary package that includes health insurance, dental insurance, vision insurance, vacation and sick pay, retirement plan options, and opportunities for professional development.

If you meet the above requirements and are interested in this exciting opportunity, please submit your resume for consideration.

Job Type: Full-time

Salary: starting salary based on Experience.