



ATTN: NOW HIRING 2-3 CUSTOMER SUPPORT TECHNICIANS
looking for a great career opportunity!

Bresco Broadband is growing again! Bresco is adding more customers and needs to expand our customer support team.

Job Type: Full-time / Part Time Positions Available

Location: Downtown Columbus, Ohio

Shifts: Evening/Nights and Weekends (Days to start for training)

Salary: \$11.00 to start during training, a raise after you're trained, plus an additional shift-differential pay for weekend and evening/night shifts.

Are you seeking an opportunity in a small business where you have independence and control of your success?

Do you enjoy working with computers, WiFi, Fixed Wireless and VoIP technologies, talking with people, providing a great customer experience, and learning new technologies?

Are you a self-starter, able to work independently and decisively?

Bresco Broadband is one of the fastest growing ISP's in the Ohio. We focus on the customer experience and deliver blazing fast internet, TV and Telephone at affordable rates. Bresco Broadband has two Data Centers, and an extensive state-wide fiber optic network. We provide Fixed Wireless, Business and Residential Fiber and Multi-Tenant (Apartment/Condo) Internet Access.

Our team is our most valuable resource. We take great care of our team and our team takes care of our customers. We provide our Customer Support Technicians with on-the-job training.

Our in-house teams and are responsible for working with customers diagnosing Internet issues, ensuring a quality internet connection and educating our customers on our services. Team members will also be pre-programming equipment for installation by technical teams in the

field. Team members will also be monitoring the network for issues and outages and making decisions on escalating more complex issues to higher-level technicians when necessary.

Customer Support Technician Primary Responsibilities:

1. Answering customer support calls.
2. Diagnosing customer Internet or network issues.
3. Monitoring Bresco Broadband core network for outages and issues and determining corrective action.
4. Programming equipment for installation by field staff.
5. Working with Field Technical Staff to troubleshoot and repair outages and network issues.
6. Working with cutting edge Fiber and Wireless technologies.
7. Educating customers on their service and Bresco's other products.
8. Following up with customers to make sure their recent issue was resolved.
9. Learn new technologies.

A successful Customer Support Technician will have the following:

- Knowledge of what IPV4 and IPV6 addresses are.
- Knowledge of Subnet Masks.
- Know the basics of how the Internet works and the inter-relationship of IP Addresses and DNS.
- A basic knowledge of DNS.
- Have strong customer service skills; friendly, approachable and motivated with a strong work ethic and high degree of integrity.
- High energy, being resourceful, and strong multi-tasking skills.
- Excellent written and verbal communication skills.
- Basic computer skills; basic electronics and/or audio/video knowledge is a plus.
- Willingness to work flexible schedules including weekends, holidays and evenings.
- Must be reliable and show up for all scheduled shifts.
- Must have reliable transportation to Downtown Columbus.
- Passion for technology is a plus.

If you're hired, you'll also be rewarded with:

- Technical Training as required for position
- Training on Ubiquiti, MikroTik, Cisco, and Juniper Equipment
- A new and different experience each workday, all year long
- The ability to work on your own - yet be part of our winning team
- Training on new technologies.
- Learn new skills like WIFI Technologies, fiber installation and termination.
- Team and company group activities, Baseball, Hockey Games, Company outings.
- Unlimited career potential
- Bonuses for meeting personal, team and company goals
- Over-Time Pay starts at over 40 hours, paid at 1.5 Times regular hourly rate. Holiday Pay for working holidays at 2 times regular hourly rate.
- Advancement opportunities within Bresco Broadband.
- Free Internet & TV if living in our service area
- Flexible Schedule for College Students

If you work 31 hours or more per week you will receive the following additional rewards:

- Two Weeks per year of paid vacation, one week after 6 months
- \$3,120 in annual Medical HSA benefits in addition to pay
- 6 Paid Holiday's per year