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Position Available: Tier One Telecom Support Technician

At Gsolutionz we are passionate about technology, and we believe in providing solutions to our customers that improve their productivity and enhance the way they communicate. We enjoy building relationships with our customers and strive to be known as trusted advisors.

We enjoy working hard and believe in taking care of our team. We are looking for a **Tier One Telecom Support Technician** that shares the same vision to join our growing team.

The Technical & Customer Support team is an integral part of Gsolutionz focus. Our representatives interact with customers via the telephone, email, data bases, web-based tools, and other electronic media. Their primary duties include resolution of the customer's technical issues and communicating with the customer and the Gsolutionz inside team. Our ideal candidate has a professional presence, enjoys customer focused work, is enthusiastic, results-driven, confident and thrives in fast-paced settings.

This position is an entry level position into the company.

Qualifications:

- Telecommunications, ISP, or related business experience is preferred
- Experience working in a support roll with a service-based company
- Strong accuracy with numbers and data entry
- Basic IP & telephony understanding/experience
- Ability to promptly answer support related email, phone calls and other electronic communications
- PC literate, using Microsoft Office, web-based applications, data bases, etc.
- Excellent communication (oral and written), interpersonal, organizational, and presentation skills
- Associates Degree in Technology, computers, or related field preferred

Additional Qualifications:

- High energy and stamina, able to multi-task
- Commitment - doing whatever it takes to get the job done correctly
- Participative team player style – Good listener
- Positive attitude

Gsolutionz is an Equal Opportunity Employer with a strong commitment to supporting and retaining a diverse and talented workforce.

Gsolutionz offers a competitive compensation and benefits as well as great long term career opportunities.