

POSITION TITLE:

Telecom – Internet Service Provider (ISP) Technical Support

DEPARTMENT: Operations

LOCATION: Based in Wenatchee, WA (not a remote position)

COMPENSATION: \$20 – 30 per hour DOE

BENEFITS: Paid leave, medical stipend, dental, short, long, life and 401k

SCHEDULE: Full Time

SHIFT: Day

TRAVEL: Periodically

JOB DESCRIPTION:

The technical support specialist is the person responsible for a variety of activities to install and support the Company's Internet service end user customers including scheduling and coordination of installations, technical and billing support.

KEY RESPONSIBILITIES:

- Customer order acceptance and processing
- Scheduling, provisioning and installation (remote and in person as trained/needed) of Internet service
- Answer basic billing questions and communication with customers for payment collection
- Coordination of all internal and external resources needed to deliver and install services
- Occasional on-call status required

QUALIFICATIONS:

- Associate's degree or technical certification(s)
- Relevant telecom industry experience
- Excellent computer skills
- Experience working directly with customers
- Excellent written and verbal skills

SCREENING BEGIN DATE: March 3, 2025

POSTING CLOSE DATE: Depending on Applicant Pool

REQUIRED APPLICANT DOCUMENTS:

- Resume
- Cover Letter
- Three professional references
- Valid WA Driver's License

BACKGROUND CHECK:

Requires a background check.

ABOUT US:

In addition to working with Native American Tribes to build telecommunications infrastructure nationally, Native Network, Inc. delivers Internet and phone services in Chelan and Douglas counties in Washington state. We have been providing these services over the Public Utilities District's (Chelan and Douglas) fiber networks since 2016.

OUR CORE VALUES:

As members of Native Network, Inc's organization, we shall strive to exceed our customers', employees', shareholders' and communities' expectations by conducting our business with the following values as our guide.

We:

- Are customer focused and quality driven
- Have a sense of urgency
- Deliver on what we promise
- Are honest and respectful
- Work as a team
- Have a passion for excellence
- Will do whatever it takes

EEO/AA STATEMENT:

Native Network, Inc. is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, marital status, veteran status, gender identity or expression, or any other basis protected by local, state or federal law. This policy applies with regard to all aspects of one's employment, including hiring, transfer, promotion, compensation, eligibility for benefits and termination.