PLATEAU

NOTICE OF JOB OPENING

Technical Support Specialist

Plateau is now accepting applications for a Technical Support Specialist for our Clovis, NM Headquarters location.

This position provides first-level support for all lines of business including but not limited to internet, voice, VoIP, phone systems, and various internet-enabled device connectivity. Candidates should have a good understanding of general software, hardware, mobile devices, networking hardware, common applications used for connectivity, email, and browsing, and various operating systems. This person must have excellent technical skills, be a strong team player, and be focused on providing exceptional customer service to our clients by monitoring and managing requests through our ticketing system while communicating with co-workers and management on ticket issues. This candidate will think outside the box to resolve problems, have a go-getter attitude, be comfortable talking with non-technical end-users, asking technical questions, and troubleshooting in layman's terms. Fluency in Spanish is preferred.

The normal schedule for this position will be 1pm to 10pm on Mondays, Thursdays, and Fridays, and 12pm to 9pm on Saturdays and Sundays. However, flexibility to work variable shifts, including days, evenings, weekends, and holidays is a must.

The ideal candidate will have completed significant college-level coursework towards a computer-based or technical degree or will have at least two years of professional computer and/or technical support experience.

This position is eligible for a variety of exceptional benefits, including 100% company-paid medical, dental, vision, and prescription insurance, 100% company-paid annuity pension plan, 401k, generous paid time off, and paid holidays.

Apply online at http://www.plateautel.com/careers/. This is an immediate opening – apply today! Applications will be accepted until the position is filled.

Plateau is an Equal Opportunity Provider and Employer/Veterans/Disabled and a Drug/Alcohol-free Workplace.

View our website at http://www.plateautel.com/careers/ for a complete listing of all current job openings.