



Support Center Technician

As a Support Technician, you will provide telephone, email and click-to-chat technical support to phone, broadband Internet, and video customers, by answering questions, resolving issues, and processing information for NineStar Connect customers as well as other answering service customers. This role at NineStar Connect also provides support with answering/ dispatching services to business customers. As a Support Technician you will accurately open, update and close trouble tickets, and work with other departments inside the company to ensure that customer issues are accurately tracked, dispatched and resolved.

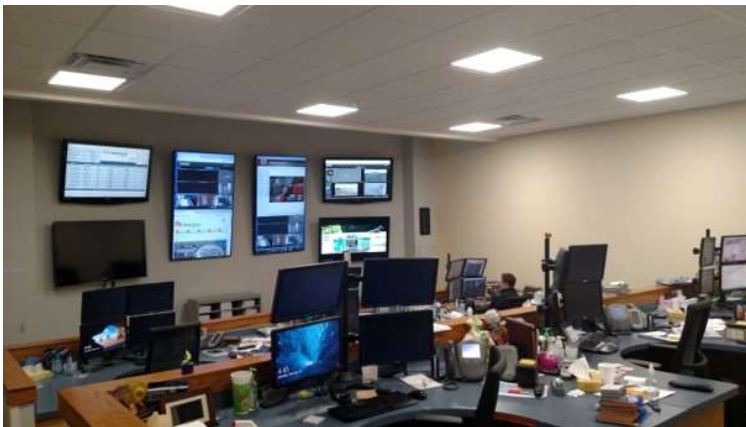
Knowledge of:

- telecommunications products and services
- computer hardware and break/fix skills
- internet protocols, programs, and common issues
- Microsoft products (clients and systems)
- all common email clients and web browsers
- TCP/IP networking



Education and Experience:

High School diploma required. A+ and Network+ Certified or equivalent Microsoft Certification preferred. Prior telecommunications, helpdesk or technical support experience preferred.



About NineStar

Utilizing our Fiber to the Home technology, NineStar Connect currently provides, voice, data, IPTV, power, water/waste water and smart grid solutions to our customers located east of Indianapolis. NineStar Connect allows you to work with the latest in communications and electric technologies, while providing a fast-paced and team centric atmosphere.

NineStar is a Co-op with a deep history, and we are able to offer competitive salary and an extensive benefits package including medical/dental/vision, Paid Time Off, Savings Plan, ON-SITE fitness centers, Wellness Program, Employee Assistance Program, Employee Development and paid time off to volunteer in the community! It's a GREAT place to work!

Direct all inquiries and resumes to Human Resources, HR@ninstarconnect.com, 2243 E. Main Street, Greenfield, IN 46140, or apply online at www.ninstarconnect.com.