



Monkeybrains ISP  
286 12<sup>th</sup> Street  
San Francisco, Ca 94110

### **Company Overview:**

MonkeyBrains offers fixed wireless internet to residents and businesses throughout San Francisco. MonkeyBrains' mission is to provide affordable Internet - hosting and access - to residents and businesses throughout San Francisco and ultimately the Bay Area. Our ability to achieve these goals rests on our ability to attract and grow a team of world-class people. MonkeyBrains offers competitive rates and full benefits.

### **Position: Support Technician**

MonkeyBrains is looking for an Support Technician to work with our existing network administration team. The Support Technician will provide customer service and trouble shoot customer and network issues. The Support Technician will be involved in work around the office and an ideal candidate for this role will enjoy working with customers, be able to multi-task, have basic Unix/Linux networking and terminal experience and a willingness to learn.

### **Duties and Tasks/Essential Functions:**

- Answer customer emails and phone calls then direct to the correct department;
- Basic early support troubleshooting and answering simple sales related questions;
- Assist in identifying areas of repeated problems;
- Document work;

### **Skill and Knowledge Qualifications:**

- The ability to speak and write fluent Cantonese with customers
- Basic knowledge of networking especially of layer 1-3 of the OSI model
- Proper professional etiquette;
- Ability to speak and write clearly, accurately and professionally;
- Demonstrated proficiency in typing and grammar;
- Effective listening skills;
- Multi-tasking capabilities

### **Competencies:**

- Basic ability to get around in a Unix/Linux operating system;
- Networking experience and troubleshooting;
- Ability to positively interact with customers

### **Physical Job Requirements:**

- Ability to lift 30lbs