Monkeybrains ISP
635 Potrero Ave
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: Network Technician

MonkeyBrains is looking for a talented Network Technician to work with our existing network administration team. The Network Technician will be required to preform network management, network troubleshooting, and escorting customers in our colocation facility. The Network Technician will be involved in work around the office and off-site work. Also, the Network Technician will provide phone support for Field Technicians and customers. An ideal candidate for this role will enjoy computer networking, be able to multi-task, have background in UNIX and Cisco, and possess a basic colocation facility etiquette.

Duties and Tasks/Essential Functions:

- Manage DHCP pools;
- Distribute static IP addresses to customers;
- Assist network team in location and resolution of network issues;
- Manage Virtual Machines;
- Assist network team in location and resolution of network issues;
- Provide phone and email support regarding more advanced networking questions to customers;
- Provide colocation facility escort to customers and preform very basic support if necessary;
- Document work;
- Assist in lower level office tech support functions as needed

Skill and Knowledge Qualifications:
- Proper professional etiquette;
- Ability to speak and write clearly, accurately and professionally;
- Demonstrated proficiency in typing and grammar;
- Knowledge of relevant software computer applications and equipment including Cisco switches and BSD/Linux Computers and networking;
- Knowledge of customer service principles and practices;
- Effective listening skills;
- Multi-tasking capabilities

Competencies:
- 4+ years of UNIX Networking experience or equivalent;
- Knowledge of colocation facility operations

Physical Job Requirements:
- Must be able to drive and be insurable;
- Carry a minimum of 30 pounds