

Monkeybrains ISP

286 12th St
San Francisco, CA
(415) 974-1313
www.monkeybrains.net



Position: Support Technician

Monkeybrains is looking for an Entry Level Support Technician to work with our existing network administration team. The Support Technician will provide customer service and trouble shoot customer 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/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:

- 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
- Very basic networking experience and troubleshooting
- Ability to positively interact with customers

Physical Job Requirements:

- Ability to lift 30lbs