



Job Posting

October 11, 2019

Front Desk / Inbound Call Support

About Brazos WiFi / Net Fast Fiber

We are dedicated to being an excellent internet service provider (ISP) with even better customer service. We started this company in 2012 with the goal of providing better internet to us and our neighbors. Our dedication to our customers has been the driving factor in our growth. We have continued to grow and are a 2-time winner of the Aggie100 fastest growing companies. We have 1800+ rural internet customers and are growing rapidly. We have a high-quality network with minimal outages. This results in happy customers with very few trouble tickets.

The ideal candidate is someone with strong communications skills and a knack for troubleshooting technical issues. Most of our customers are rural and occasionally need a kind voice on the line to help them figure out a technical issue. Someone with geographic knowledge of our rural area would be a plus.

Job Location

- 12135 Hwy 30, College Station, TX 77845

Job Duties

- Work 8AM-5PM, Monday-Friday with a 1-hour lunch
- Monitor the shared e-mail inbox for inbound customer requests
- Answer the phone and assist with customer requests
- Troubleshoot basic technical issues
- Process payments over the phone
- Assist with VoIP (telephone) porting process and setup
- Assist with dispatch of service technicians
- Maintain adequate inventory in the warehouse

Required Skills

- Microsoft Office (Outlook, Word, Excel)
- Microsoft Windows
- General understanding of the internet
- Speaks English, Spanish is a plus
- Valid Texas Drive License

Preferred Technical Knowledge

- VoIP
- Networking (routers, switches, servers, WiFi)
- General home wiring (to help with explanations)
- E-mail client setup and troubleshooting

Compensation

- \$15/hr starting wage. Review after 90 days.
- Healthcare benefits begin Jan 1st.

Questions: 979-999-7000 or info@brazoswifi.com

Send resume to info@brazoswifi.com