

## *Overnight Technical Support Representative for Growing IT Services Firm*

Are you a problem solver? Are you interested in technology? Do you like helping people? If you answered yes, we are looking for you to join our TurnKey Internet Technical Support team. In your role as a Technical Support Representative, you'll work directly with customers, assisting customer with issues with their Web Hosting, Virtual Private Servers, SSL certificates, and above all, enhancing their confidence in TurnKey Internet.

This job has it all: huge growth opportunity, an upbeat, high-energy work environment and lots of diverse interpersonal interaction. With your talent, brains, personality and people-skills you will make an immediate contribution to our customers and our team. You will inspire customer loyalty and significantly enhance their overall TurnKey Internet experience.

TurnKey Internet provides a truly unique work experience, with dynamic days and the personal gratification that comes from providing peace of mind. Make this job your stepping stone to a very bright future.

### **Position Qualifications**

- Customer service experience in a help desk or support role (at least 1 year)
- Experience with Web Hosting (at least 1 year)
- Ability to communicate clearly and professionally
- Ability to monitor and direct resources, resolving, and documenting customer issues and ability to create, and maintain proper procedures to ensure the highest possible customer satisfaction.
- Strong data entry skills
- Strong organizational skills
- Strong customer service skills
- Strong ability to deal professionally with clients via phone, email and chat
- Strong organizational skills and attention to detail
- Experience with email (POP, IMAP, SMTP, Outlook, Webmail)
- Experience with cPanel, Plesk, Direct Admin or similar products

### **Position Duties**

- Oversee customer service during shift
- Manage work queues, allocate resources as needed
- Prepare and maintain various reports
- Interact with customers to resolve outstanding issues
- Other duties as required and assigned by management

### **Team Work**

- Actively participate in the team, building relationships to contribute to the overall success of the team
- Proactively aid and support peers, including coaching and mentoring others as required
- Build, maintains and expands industry knowledge to allow the delivery of quality advice and support.
- A real team player – willingness to pick up any kind of work if and when it needs to be done.

**About the Company:**

Turnkey Internet is a leading Internet service provider offering cloud hosted services – focusing on web hosting, colocation, cloud, and software as a service (SaaS) products. TurnKey Internet is a fast growing company, with 10+ years in the Capital Region – offering outsourced IT on Demand to clients across the street, and the globe. We are seeing hard working qualified candidates to join our growing team as we expand further in the Capital Region.

**Position Hours**

Four 10-Hour Shifts per week 10:00 pm to 8:00 am (OVERNIGHTS) (Sun-Wed, or Wed-Sat)

Consistent and Stable schedule - same 4 days each week.

Salary based on prior experience.

TurnKey Internet, Inc is an Equal Opportunity Employer.

Send your resume and salary requirements to [Jobs@turnkeyinternet.net](mailto:Jobs@turnkeyinternet.net)  
Please include the job title in the email subject line. We look forward to hearing from you.