



**DirectLink has an immediate opening for full time Technical Support Specialist in Canby, OR.**

DirectLink connects over 8,000 members to the world they work, play, and live in through Internet, video, and voice services. The service area includes over 100 square miles in the Canby and Mt. Angel communities located in the northern Willamette Valley, Oregon. DirectLink is a not for profit telecommunications cooperative that began in 1904 and employs over 60 people who contribute to the vitality, creativity, knowledge and expertise that make the company an exciting and challenging place to work. The company has been nationally recognized many times as an innovative industry leader. Visit [www.directlink.coop](http://www.directlink.coop) for more information.

**The primary purpose of this position is:** Responsible for providing technical support to existing members by telephone, internet and in person. The position is full time Monday – Friday. Work hours are 9:00am to 6:00pm for 30 days of training. Regular work hours after 30 days will be 11:00am to 8:00pm.

The Technical Support Specialist; Provides end user technical support to existing Internet members by troubleshooting software and hardware problems, television questions concerning set top box programming explaining features and service changes. Performs network troubleshooting, including configuration of ISP services such as internet, email, and wifi. Performs PC tune-ups and clean-up on computers brought into the office by members. Offers telephone support by logging into a member's PC with enhanced privileges to make a change on behalf of the member (such as setting up email or remote PC repair.), Offers support of products, services and new technologies not offered by DirectLink (tablets, Smart phone's, other mail clients) as able. Performs end user administration functions such as maintaining users on the ISP system. Documents all member requests, including technical issues and the resolution, escalating all unresolved technical issues to the appropriate support personnel.

**Job Requirements:**

- Must have strong knowledge of TCP/IP. Experience with Ping, Trace-Route and other network tools. Understanding of ISP provisioning process preferred.
- 1-2 years member service experience.
- Previous experience in supporting ISP services preferred.
- Knowledge of logging into member's email FTP Webpace
- Expertise in verbally guiding members through a series of steps to achieve resolution.
- The ideal candidates must possess a high school diploma and/or Minimum two years' experience working with end user applications (MS OS/Internet apps).

**The DirectLink team has committed to;** creating a culture of community by breaking down barriers, overcoming adversity and encouraging passion and pride while delivering extraordinary experiences to all.

We are a drug free company and offer a generous benefits package. If you are a qualified candidate, share our values and would like to join the DirectLink team, please submit your resume by email to [jobs@directlink.coop](mailto:jobs@directlink.coop) or fax 503-263-9399.