

## Overnight Technical Support Representative for Growing IT Services Firm

Turnkey Internet is a leading cloud and infrastructure as a service provider – focusing on web hosting, colocation, virtual and physical servers, and software as a service (SaaS) products. TurnKey Internet is a successful, stable, and fast growing company, with 20+ years in the Capital Region – offering IT on Demand to clients across the street, and around the globe. We are seeking local, hardworking, qualified candidates to join our growing team as we continue to expand.

The ideal applicants will be on a team of experienced professionals providing online live chat, support ticket / help desk, and phone based customer service to web hosting clients and other IT related services. Skills required include the 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. The candidate must have knowledge of general customer service, strong communication skills, and a background in Information Technology (IT) or Web Hosting.

Candidates should display a positive and proactive attitude, strong organizational skills, and the ability to prioritize and multitask. The position is perfect for an individual with willingness to learn and grow with a locally owned company.

### Position Qualifications

- Customer service experience in a help desk or support role (at least 1 year)
- General IT experience (PC repair, installing Operating Systems, etc.)
- Experience with web hosting (Domain registrations, DNS, SSL, etc.)
- Experience with email (POP, IMAP, SMTP, Outlook, Webmail)
- Experience with cPanel, Plesk, Direct Admin or similar products
- Experience with CMS or Web Applications (blogs, forums, contact forms, etc.)
- Ability to communicate professionally with clients both via phone and email
- Ability to monitor and direct resources, resolving, and documenting customer issues
- Ability to work and perform without direct supervision
- Strong Organizational skills and attention to detail
- Strong customer service skills

### Position Duties

- Manage work queues, allocate resources as needed
- Interact with customers to resolve outstanding issues
- Work with team to provide superior customer service during shift
- Monitor and respond to alerts, alarms, and network anomalies
- Provision test and document new orders
- Other duties as required and assigned by management

### Position Hours

- Full Time, four 10-Hour Shifts per week 10:00 pm to 8:30 am (OVERNIGHTS)
- Consistent Schedule, Sunday to Wednesday or Wednesday to Saturday
- Same 4 days each week.
- Position based in our Latham NY Data Center

### Company Benefits

- Generous Paid Time Off
- 401(k) Retirement Account Program
- Long and Short Term Disability Insurances
- Life and Dismemberment Insurances
- Dental, Vision, and Health Insurances

Salary based on prior experience.

TurnKey Internet 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!