



PO Box 1030, Fruitland, ID 83619  
(208) 452-2000

## OPEN POSITION AT FARMERS MUTUAL TELEPHONE COMPANY IN FRUITLAND IDAHO

**Job Title:** Internet Support Technician

**Job Description:**

- This is an entry level tech support position. Computer repair and basic networking experience is required. Must have a desire and willingness to learn.
- Provide technical support via phones, chat, and email for our customer base and internal departments. This includes internet connections, network support, modem/router configuration, computers, portable devices, etc.
- Responds to customer e-mails, chats and voicemails in a professional manner.
- Computer Repair (hardware, software, virus removal, etc).
- Provide occasional, secondary on-site networking support for home owners and small businesses.

**Requirements:**

- Excellent customer services and technical support skills.
- Ability to pay close attention to detail.
- Patience – such as dealing with escalated calls and customer complaints.
- Excellent telephone manner required (confident speaker).
- Excellent writing/documentation skills.
- Ability to work on own initiative.
- Good team player, proven experience working well with co-workers and public.
- Candidate must have a good knowledge of Microsoft Windows Operating systems, office suites, Internet browsers, firewalls, Anti-Virus software, etc.
- Basic understanding of LAN/WAN networks, IP Addressing, and wireless networking.
- Ability to perform under pressure.

**Additional skills preferred:**

- A+, Network+, CCNA certifications or coursework in this direction.
- Proficiency in bilingual English/Spanish verbal and written communications.

**How to apply:** Please download an application from our website <http://online.fmtc.com/careers/> (contact us, careers) or pick an application up in our office at 319 SW 3<sup>rd</sup> St, Fruitland, ID.

**Close date:** When filled  
**Hours Per Week:** 40  
**Duration:** Permanent  
**Shift:** 8:00-5:00, Monday-Friday  
**Salary:** Depends on Experience  
**Benefits:** Vacation Pay, Sick Leave, 401K Contributions, Medical, and more...

**Please submit an Application and Resume to:**

**Farmers Mutual Telephone Company**

**Attn: H.R. Department**

**319 SW 3<sup>rd</sup> St. / P.O. Box 1030**

**Fruitland, ID. 83619**

**Email: [fmtcjobs@fmtc.com](mailto:fmtcjobs@fmtc.com)**

**Fax: 208-452-5341**