



AlasConnect provides full service IT support and Data Center Services to numerous public and private clients throughout the State of Alaska. Partnered with many industry leaders, we offer only the highest quality products and services.

Technical Support Representative – Fairbanks, Alaska

Part-time (up to 25 hours/week), non-exempt, Grade 4

POSITION REQUIREMENTS

- Assistance with technical support for customers
- Other duties as assigned
- Continuous improvement of knowledge and skills

KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS

- High School diploma or equivalent
- Ability to acquire and apply new knowledge
- Exceptional follow-through and attention to detail
- Knowledge of Microsoft Windows computing environments
- Basic knowledge of how a computer system functions
- Basic knowledge of productivity software including MS Office Suite
- Strong oral and written communication skills
- Strong organizational and problem-solving skills
- Ability to work independently and with a group

PREFERRED QUALIFICATIONS

- Enrolled in a nationally or regionally accredited College or University on a full- or part-time basis in computer science, information technology, engineering, business, or related field
- Relevant professional certifications preferred, e.g. Microsoft Technology Associate certification, Cisco CCENT certification

Hiring decisions are contingent upon successful completion of background check and drug screening.

It is the policy of AlasConnect not to discriminate against any employee or any applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin. This policy shall include, but not be limited to, the following: recruitment and employment, promotion, demotion, transfer, compensation, selection for training including apprenticeship, layoff and termination. This company further agrees to take affirmative action to ensure equal employment opportunities.

AlasConnect will attempt to make reasonable accommodations during the application and/or hiring process for qualified job applicants with known disabilities unless doing so would result in an undue hardship for the company.