

Tier-1 Technical Support Specialist

GTC Technical Support in Wenatchee has an immediate opening for a Tier-1 Technical Support Representative. Duties include: Providing exceptional customer service by answering incoming phone calls and providing first level help for internet connection problems. Solving problems for the customer in a technical support / help desk environment.

- Multiple, flexible shifts available
- Full-time and Part-time
- 24/7 Operation
- Entry Level, technical support, customer service position
- Comfortable office atmosphere with supportive coworkers
- Opportunities to advance to Tier-2 technical support for people who are tech savvy and willing to keep training on more complicated accounts.

Qualifications:

- Superior customer service skills
- Excellent communication, documentation, and typing skills
- Proficiency with PC and Mac operating systems preferred
- Basic understanding of network connectivity
- High school diploma or GED preferred
- Interest in IT

Compensation:

- \$16.00 / hour starting wage
- 64 hrs PTO / year after 90 days of employment
- Increasing amount of PTO based on longevity with the company

Detailed training will be provided. After the initial training we will ask new employees to take at least one weekend shift as these are the hardest shifts for us to cover.

Please email your resume for consideration.

[hiring@ygtc.com](mailto: hiring@ygtc.com)

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