

TECHNOLOGY SERVICE ASSOCIATE

The Technology Service Associate provides technical assistance and support to our residential and business customers. The Technology Service Associate works with customers to recommend, sell, install, setup, test, and repair customer owned networks and devices that make use of the telecommunications network. The Technology Service Associate has appreciation for technology and helping people, and can effectively communicate the purpose and operations of technology to a novice. The Technology Service Associate facilitates the complete solution of product sales, upgrades, installations and service at the customer's location and at the office.

The Technology Service Associate will serve as the liaison between the customer and the telecommunications network technical staff. The Technology Service Associate must work efficiently and must effectively manage their work schedule coordination with dispatch.

Education and Education

The successful candidate will have excellent verbal and written communication skills. Strong problem-solving skills and the ability to develop and maintain a positive and professional business relationship with internal and external customers is vital. The candidate should have formal instruction and job-related experience with various consumer technologies including but not exclusively computers, phone and conference systems, and computer networks. Experience and familiarity with telecommunication access solutions, DSL and fiber access technologies, and wireless access systems is highly desirable.

Preference will be given to candidates with technical certifications including A+, Network+ and MCP. Bachelor of Science degree is desirable.

Company Benefits Package

Health insurance, 401(k) plan, retirement plan, vacation and sick leave, life insurance, and short and long-term disability.

Job Location

Ingram, Texas

Salary Range and Work Hours

Compensation is commensurate with experience.
40 Hours Per Week

Deadline

This position may be filled at any time.

NO PHONE CALLS PLEASE

[Click here to download an application.](#)

Submit application and resume to the attention of Human Resources.

Mail: HCTC, P. O. Box 768, Ingram, TX 78025

Hand-Deliver: 220 Carolyn Street, Ingram, Texas

FAX: 830.367.5994

Email: personnel@hctc.net

