

Critical Hub Networks, Inc. is seeking qualified candidates for the Puerto Rico Bridge Initiative (PRBI), a project funded by the U.S. Department of Commerce under the American Reinvestment and Recovery Act of 2009 (ARRA). We are currently seeking candidates for the following position:

Job Title: Technical Support Representative

Department: PRBI

Announcement Number: PRBI-570-011

Job Summary:

The Technical Support Representative will be responsible to provides phone technical assistance and training to customers. Qualified applicants will have at least 2+ years of experience.

Responsibilities:

- Provides phone technical assistance and training to customers.
- Receive support and retail sales telephone calls.
- Provide client support and technical issue resolution via E-Mail, phone and other electronic medium.
- Configuration of client's equipment to connect to the Internet via modem or wireless connection.
- Configure software to connect to Internet.
- Provide training to clients in the use of system and applications as related to service.
- Obtain general understanding of OS and application operations related to company offered services.
- Identify and correct or advise, on operational issues in client computer systems.
- Perform creation of new accounts using company provide software tools.
- Open and create support tickets for corporate customers.

Requirements:

- Great problem solving skills
- Basic knowledge of VPN fundamentals, Layer 2 & Layer 3
- Willingness to provide on-call support for critical production issues
- Professional with ability to properly handle confidential information
- Ability to work well independently, under pressure and in a team environment
- Ability to handle multiple tasks, prioritize and meet deadlines.
- Bilingual (English/Spanish). Excellent written and verbal communication skills.
- Ability to adapt to changing situations with ease.
- Team player with strong desire to assist and share knowledge
- Ability to work varying shifts and hours including possible mandatory overtime, weekends and holidays.
- Willing to be on-call

Key Requirements:

Professional Requirements: Requires 2+years experience or related.

Applications will be accepted from U. S. Citizens

This position is Full-Time Permanent, Excepted Service

Residency in the US for the last 5 years

Background Check Required

Must be fluent in English and Spanish - orally and in writing.

Duty Location: Based in San Juan, Puerto Rico. Travel outside of Puerto Rico will be required with little or no notice.

Please send a cover letter, resume, salary history and relevant candidate support including letters of recommendation, transcript and/or copy of degree, professional certifications via email in PDF format.

Critical Hub Networks, Inc. is an Equal Opportunity Employer