netBlazr
free your broadband

Position:	# Tech Support Rep
Location:	218 Lincoln St, Allston, MA 02134
Start date:	Immediately

About us:

netBlazr provides affordable, high-speed internet to residences and businesses in Boston as an alternative to the "big guys" that force people into high-cost service bundles for things they don't want. netBlazr was a finalist in the MassChallenge, a MITX Innovation Award Winner, selected Boston Globe "Game Changer", and is Boston's only 5-star rated ISP on yelp.

Position Overview:

This position fills a unique position at the intersection of field operations, engineering, and customer support. You will be challenged to troubleshoot Tier 1 and Tier 2 technical issues and work with engineering to resolve Tier 3 networking problems. You will be engaging with customers in a variety of support capacities – always on!

Qualifications:

- **Technology:** We are looking for individuals who are passionate about technology and have an interest in learning more and helping customers with technical problems.
- **Customer Support:** You have experience going above and beyond to help customers in any capacity
- **Project Management:** Understand how to identify, prioritize and manage critical network maintenance activities.
- **Entrepreneurial spirit:** If you have run your own business before, or might want to start your own company, this role will expose you to what it takes to build and grow a business

Finally, and in some ways most importantly, we're looking for people with a demonstrated independent streak. We're all about the team and supporting each other; however, our team is small, and we don't like micro-management. Be ready to think on your feet and figure solutions out on your own sometimes. we need people who are dedicated to learning and are constantly looking for ways to improve.

Job Responsibilities:

Why wait until the end of a hiring process to find out what your responsibilities will be? If we bring you onboard, these will be your marching orders, in order of priority:

1. **Technical Support:** Engage with potential customers and answer any questions they may have.
2. **Network Maintenance:** Work with engineering and field operations to prioritize and then complete network maintenance activities.
3. **Customer Retention:** Deliver amazing customer service. We rely solely on word-of-mouth marketing and as a result, customer experience is vital to our growth.
4. **Enhance Scalability:** As an member of a rapidly growing organization, we'll need you to help design processes to keep up with our growth. This might encompass any number of special projects, but we figured we'd go ahead and give you the heads up now.

To Apply:

Please send resume to **recruiting@netblazr.com** with "**Tech Support Rep**" in the subject line. We regret we can only respond to those candidates who meet the minimum qualifications. netBlazr is an Equal Opportunity Employer.