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## POSITION OPENING

Northland Communications is a nationally-ranked company specializing in providing a variety of quality communications services that meet the needs of consumers and businesses. We strive to provide our customers with the highest quality service at the best possible price. Value is always the goal and the communities we serve are always our focus. We are seeking a team-oriented, professional individual, to join us in the position of:

### Customer Support Technician

This position is responsible for providing information and assistance to customers by maintaining good customer relations and treating each customer contact as a sales opportunity in a professional manner both on the telephone and in person. The position demonstrates a commitment to customer service by exceeding customers' expectations through assisting with sales, scheduling, billing and problem solving.

The candidate is engaging with customers and has the ability to direct customers to resources when they need additional help. The ideal candidate would do house calls to set up modems, wireless networks, and trouble shoot data problems as necessary.

The successful candidate possesses:

- Excellent communication and strong customer service skills and is able to handle any customer tactfully, courteously and professionally.
- Minimum one year in cable television or customer service, and high school diploma or equivalent. College education preferred.
- A curiosity and aptitude for technical proficiency is required.
- Must possess and maintain valid driver's license.

Northland offers an exciting benefits package including subsidized employee and dependent medical, dental and vision insurance, 401(k), company paid life insurance, vacation, holiday and sick pay and educational assistance. Voluntary life insurance and disability coverage are available.

Northland's training and certification program puts your career in your own hands. Bring a positive attitude and we provide the training and education for you to succeed and build your career in the telecommunications business.

To apply for this position, visit Northland's Career page at [www.yournorthland.com/careers](http://www.yournorthland.com/careers)

Equal Opportunity Employer. Pre-employment drug test, motor vehicle record and background check required.