

On Call Remote IT Support Needed

Location

Hawaii

<https://www.genclassifieds.com/x-337521-z>


WHO WE ARE Team Tech Guru (<http://www.teamtech.guru>) is looking to expand its team. We provide customers with an IT services platform that goes well beyond what any IT services company or individual can provide. WHAT YOU WILL DO We are looking for a few people to join our remote support team to help us provide on demand phone support for our customers. You will take calls over VOIP and have the freedom to work from anywhere but should have the technical skills to resolve most customer issues directly. If there is an issue you can't resolve or that requires escalation you will be able to escalate to other team members for assistance. The coverage we need is someone who can potentially take a call anytime between 5 PM PST and 6 AM PST as well as all day on weekends. You don't need to be available for all of that time - it can be only a portion of it. However, if you are available and a call does come in that you answer, you get paid up to \$35/call (\$10 for just answering and \$25 for resolving the issue). Some calls may be 5 minutes, some calls may be 30 minutes, they will vary... but the pay is per call. You can also choose not to answer a call that comes in if you are busy or not in a position to help someone. There will be multiple people logged in and when a call comes in, everyone is ringed at the same time - whoever answers first gets the call. This means you are not required to sit waiting for calls and if you aren't available to take the call you have no obligation to answer it. Work where and when you want. WHAT THIS IS NOT We are not offering a full time job and are not offering any guarantee of steady work. This is for on demand remote work. QUALIFICATIONS We don't work with just anyone to ensure quality in our team, so you should meet the following minimum qualifications: 3 years or more experience as a Systems Administrator or IT Consultant Experienced in cloud technologies, mobile solutions, networking and cyber security Excellent remote support skills for customers with Windows, Macintosh and smartphones Ability to manage your own time and schedule Excellent communication and customer service skills HOW TO APPLY Send your resume and cover letter explaining a bit about your situation (e.g. your experience in providing remote support and how much availability you would have) as well as the best time to reach out to you. We will only be responding to those that have followed these instructions.



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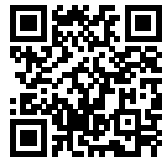
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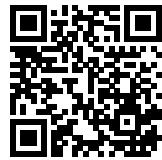
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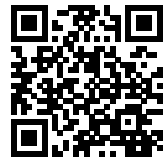
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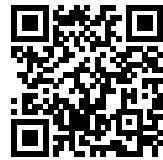
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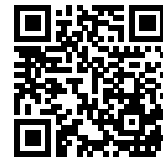
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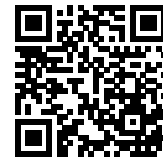
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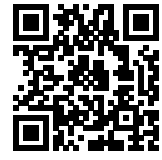
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