



**Job Title:** Technical Support Representative (TSR)

**Job Role:** Help Desk / Field Support

**Experience:** Tier 1 or Tier 2

We are looking for a TSR to provide support to our members, local businesses, and contractors. Candidates should have a passion for technology, enjoy helping people, and have a mix of technical and customer service skills. A successful candidate will be able to translate various technical issues into resolutions with minimal guidance.

**Basic tasks and responsibilities:**

- Provide tier 1 and tier 2 support for trouble tickets via phone, email, chat, and in person
- Research complex issues and provide follow-up resolution in a timely manner
- Ability to communicate technical information to a wide variety of customer types
- Must have working knowledge of networking devices (switches, routers, modems)
- Attention to detail is a must
- Participate in a rotating schedule
- Willingness to work on weekends or evenings
- Participate in an on-call rotating schedule
- Must be able to drive a company vehicle
- Must be able to work in all climates, both indoors and outdoors
- Industry certifications related to networking are a plus, but not required
- Other tasks and responsibilities may be assigned

**A successful candidate will be able to perform the above duties with ease, but will also require proficiency in the following areas:**

- Various operating systems: Windows, Mac, Linux
- Networking knowledge
- Excellent customer service skills (phone & in person)
- Strong troubleshooting skills

A valid Oklahoma Class “D” driver’s license is required. Must furnish an Oklahoma Motor Vehicle Operator Report upon conditional job offer. All applicants tentatively selected for this position will be required to take a drug test. Employment will be contingent upon the drug test results.

A minimum of an Associate degree in networking, computer science, or similar is required. Applications accepted until the position is filled. Candidate must provide 3 professional letters of recommendation.

You can apply in person at the Hulbert office, 516 S Lake Region Rd, Hulbert, OK 74441.

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LREC offers a generous benefits package including Annual Leave and Sick Leave, Major Medical Health Insurance, 401k and Retirement & Security package.

LREC is a short distance to four major metro areas (Oklahoma City, Tulsa, Ft. Smith, and Fayetteville). We are in the foothills of the Ozarks, where there are all kinds of outdoor activities like 4-wheeling, hiking, hunting, fishing, etc. We have access to the Illinois river, Ft. Gibson and Tenkiller reservoirs for water recreation. Tahlequah has a state university in the heart of our area and is the capital of the Cherokee Nation. We have one of the top-rated school districts in Oklahoma (#8 Ft. Gibson according to niche.com). LREC is 1.5 hours from 2 commercial airports. Additionally, multiple hospitals, great restaurants, movie theaters and other entertainment venues are in the immediate area.