



Position: Tier 1 Technical Support

FLSA Exemption Status:

Location: Winter Park, FL

Date: February 22, 2010

About Us:

Highwinds is an established leader in multi-platform IP services, content replication, and delivery software and services. Since 2002, we have provided for the advancement of a wide range of technologies - including messaging bus architecture, network management, distributed file systems and advanced routing methods.

If you are motivated to deliver high quality and innovative services, Highwinds can offer you a great career opportunity. We offer benefits including 401k, medical, dental, vision, paid time off, and a competitive salary to qualified team members.

Job Summary:

We are seeking a full-time Tier 1 Content Delivery Network (CDN) technical support employee who is extremely customer-focused and can learn new technologies quickly. The environment in our Network Operations Center is casual, fun and fast-paced.

Candidates must have prior experience in a technical support help desk or Network Operations Center environment, and be able to clearly explain advanced technical issues to customers in a clear and concise manner. The ideal candidate will be highly motivated and have the ability to reference resources within and outside of the company.

Personal Skills:

Qualified applicants must be able to demonstrate the following:

- A strong sense of responsibility and initiative
- A strong desire to learn and improve
- An ability to prioritize and organize tasks carefully and accurately
- An ability to work independently and as part of a team
- Dedication and commitment to providing continuous service for the advancement of technology
- Communicate with all levels of management and company personnel
- Make decisions and solve problems while working under pressure
- Excellent interpersonal/communication skills (written and verbal)
- Must be customer-focused, have a good understanding of the Internet and technology and knowledge of working with routing tools

Responsibilities:

- Provide CDN and networking technical support via tickets, phone, and live chat
- Troubleshoot and resolve customers' technical issues (first-call resolution)
- Proactively identify and communicate potential problems
- Communicate professionally and follow-up with customers until problem resolution
- Escalate issues within committed time frames
- Monitor massive networks and server farms ensuring availability according to service level agreements
- Adhere to strict policies and procedures and perform with internal and external Service Level Agreements (SLAs)
- Actively be on-call and available during non-business hours

Qualifications:

Qualified applicants must possess the following:

- Experience in technical troubleshooting and problem-solving
- Customer service experience in a technical support position
- Extensive computer experience with Windows-based systems and software
- Extensive Linux/UNIX experience
- System administration experience
- Experience in network troubleshooting
- Experience with the use of Internet Protocols
- At least one of the following (preferably two or more)
 - Experience with Content Delivery Networks
 - Experience with streaming media / players
 - Professional technical certifications
 - Programming languages (C++, PHP, MySQL, or other technical experience)

Working Conditions:

- Office Environment

Special working conditions include:

- The ability to be on-call after hours, work holidays, and have a flexible schedule

This job description is not intended to be all inclusive.

Highwinds is an Equal Opportunity Employer.

If you are interested in this position with Highwinds, please submit your cover letter and résumé to careers@highwinds.com. In the subject line of your email, please include the title of the position.

If your experience and qualifications match our current needs, you will be contacted by a member of our human resources team. We look forward to hearing from you!