



up.net / Baraga Telephone
204 State St
Baraga, Mi 49908
(906) 353-6644

Senior IT Support Technician

Baraga Telephone / up.net is seeking applicants for a full-time position in our IT Support Department located in our Baraga office.

The Company

Baraga Telephone, located in Baraga Mi has been in operation for over 100 years. What started as a telephone provider has now grown to provides both telephone service and broadband connectivity to Baraga, Houghton, and Iron counties. Utilizing fiber to the home, dsl, and wireless technologies to serve our customers.

Responsibilities

- Provide support for both residential and business clients
- Install, maintain and support our client's
 - Windows desktop and server environments
 - Network infrastructure
- Work as part of our IT Support Team, answering technical support calls from both residential and business clients.
- Assist with computer and mobile device repair and troubleshooting

Qualifications

- Demonstrated attention to detail and excellent customer service skills
- Self-starter with the ability to perform with little supervision
- Comfortable troubleshooting and installing Windows desktop and server operating systems
- Comfortable diagnosing and replacing desktop, server, and network hardware
- Experience with Active Directory, networking protocols, etc. is a plus.

Compensation

- Based on experience
- Benefits package includes: paid time off, health, vision, and dental insurance, and a generous 401k plan

To apply, please e-mail a resume and cover letter to hr@up.net