

IT Support Specialist

James Cable delivers affordable choices in high-speed Internet, traditional cable and advanced digital television, and local and long-distance telephone – backed up by great, local service. The community-based cable provider serves residential and business customers in rural communities totaling 133,000 homes in nine states, mostly in the southeastern US. In Waycross, Georgia, James operates under the trade name Mediadstream. We are currently looking for a IT Support Specialist to join the team.

Responsibilities:

IT Administrator:

- Local administration of a corporate office environment consisting of 20+ workstations.
- Managing Active Directory domain, users, rights, and policies.
- Managing/supporting local office IT needs (network printing, email, productivity software, etc)

Techs2Go Technician:

- Knowledge of physical PC repair concepts including hardware diagnostics, replacement, and upgrade recommendations.
- Basic knowledge of networking fundamentals: Securing WAP, Windows networking, networked printers, setting up residential grade to small business grade networking equipment, etc.
- Software upgrades/installation skills: Ability to backup customer data, repair malware infected PCs, install productivity software, and install/setup Windows based operating systems.

Minimum Requirements:

- Basic reading, writing, and arithmetic skills required as acquired through a high school diploma or equivalent. Technical knowledge of cable industry a plus.
- Computer literate and routinely multi-task, with the ability to learn customer service software applications including practical, hands, and competency using 10-key, PC skills, Postage and related software, and Fax.
- Professional verbal and written communication skills.
- Must be able to work under pressure and possess demonstrable problem solving capabilities and decision-making skills.
- **Must be flexible to work OT or flexible hours, as work schedule demands.**

James Cable offers a competitive salary and benefits package which includes free cable and internet for employees who live within Mediadstream's service areas, paid time off, medical/dental/vision, life insurance, short-term and long-term disability, 401(k) and flexible spending accounts.

Email resumes to: hr@mediadstreamga.com, reference "IT Support Specialist – Waycross" in the subject line or mail resume to Mediadstream, 126 Havanna Ave., Waycross, GA 31501, Attn: Steve Sippel. James Cable is a drug-free and an EOE.