

**Position:** IT Support/Development

**Location:** Pittsburgh, PA

### **Overview**

Introductory level support/development position in a small, but growing telecommunications company providing ISP and VoIP services to local residence and businesses. Primary duties include:

- Internal software implementation and troubleshooting
- First level of Internet and VoIP connectivity support
- Computer and network support and troubleshooting

The qualified candidate must be well spoken, clear thinking, and punctual; able to quickly assess a situation and develop an appropriate solution, then carry out that solution with little supervision. Must be able to assume multiple IT based roles as needed.

### **Duties**

- Answer IT Help Desk calls and provide immediate support to employees and customers.
- Write and debug many small software projects in VB 6.0/.NET and PHP
- Perform a wide variety of duties according to company needs
- Assess trouble scenarios and find solutions or workarounds as needed

### **Requirements**

- B.S. in Computer Science or equivalent degree w/ a record of academic excellence.
- Some computer/network troubleshooting and customer support experience helpful.
- Experience with PHP, MySQL, and Unix/Linux servers a plus.
- An eager willingness to learn in a fast paced environment and thorough attention to detail and punctuality are absolutely required.
- Must be able to communicate well in a professional environment, express ideas and status updates in a concise manner, and use constructive criticism to improve upon abilities.
- Ability to prioritize responsibilities and multi-task according to office and customer needs.
- Must have a professional demeanor, positive outlook, and willingness to take on any task.

### **How to apply**

Email letter of intent, resume, and any available transcripts in plain text, MS Word, PDF, or TIF format to [techjob@fullservicenetwork.com](mailto:techjob@fullservicenetwork.com), or fax to 412 248 0228.