



Real People. Real Solutions.

### **Cisco TAC Engineers**

To efficiently provide high quality and accurate resolutions to customers under stipulated policies and procedures, by offering technical support and troubleshooting with an advanced level of complexity, and answering inquiries via the phone or mail.

Requirements:

- CCNA Certified or module 4 completed (must)
- High school diploma or 9<sup>th</sup> grade complete
- Ability to talk and type during a call

Send your updated CV to [jobs.cr@sykes.com](mailto:jobs.cr@sykes.com)

### **Technical Support agents**

This person will be responsible for answer inquiries, solve problems, and perform troubleshooting using provided scripting and published materials. Also provide second level technical support to both internal and external customers and Support Professionals.

- Knowledge of computer operating systems. Including but not limited to one or more of the following; Mac OS, Windows OS, UNIX, and Linux.
- Knowledge of server operating systems. Including but not limited to one or more of the following; Windows Server recent versions.
- Knowledge of Physical network topologies including but not limited to: Point-to-point, Bus, Star, Ring, and Daisy chain.
- Knowledge and familiarity with routers, hubs, switches, wireless access points, firewalls.
- Knowledge of IP addresses, subnet masks, DNS settings.
- Familiar with wireless router configurations.
- Familiar with troubleshooting home and SMB networks.
- Familiar with DOS commands to troubleshoot such as ping, tracer, arp, net view.
- Familiar with different software's such as antivirus and backup options.
- General knowledge and understanding of WAN/LAN technologies and protocols.
- A+ Certification (desired)
- Network Plus Certification (desired)
- CCNA (desired)
- High school diploma with a minimum of 1 year related experience.
- Equivalent education or experience may be substituted for any of the above.

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