#### Case: 1. Using the Measures of Excellence in Evaluating a Résumé

#### Tech Support Positions (Boise)

Date: 2012-03-23, 2:40PM MDT

Hiring for Technical Support and Customer Service positions! VisionPerformance is now hiring for Technical Support Representatives! Full-time positions are available.

Requirements:

* BA or BS in Computer Science or appropriate experience.
* Excellent communication skills.
* Attention to detail.
* Working knowledge of TCP/IP, LAN/WAN, VPN, TCP IP, and Network environments
* Basic PC and Mac knowledge.
* Type 55+ wpm
* Customer service skills, call center experience a plus.

We offer medical, dental, and vision insurance just 30 days after employment, with competitive wages, referral bonuses, 401(k), and lots more!   
  
Apply online at <www.visionperformance.com/USA/Careers/Default.aspx> and click on Apply Now!

Location: Boise

Compensation: $17.00 per hour

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<http://bcs.bedfordstmartins.com/techcomm10e/#722066__766742__>

The companion site for Ivy Tech Community College’s traditional course text for English 211:

Markel, Mike. Technical Communication. 10th ed. Bedford, 2012.