

NOW HIRING: Support Specialist



We have an exciting opportunity for a **Support Specialist** to join our Services team. The goal is to create value for clients that will help preserve the company's reputation and business.

Job Description

You will be responsible for Tier 1/2 level technical support, along with basic level move/add/change programming on Unified Communications platform solutions for our customers. This position also requires standard process development and best practices efficiencies for all basic Tier 1/2 troubleshooting and MAC work. An excellent specialist must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. You must also be customer-oriented and patient to provide effortless interactions to our customers.

Responsibilities

- Provides top quality service engagements for customer, serving as first level support.
- Serve as the first point of contact for customers seeking technical assistance over phone, email, or video chat
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Direct unresolved issues to the next level of support personnel
- Ability work follow standardized processes to create efficiency.
- Have excellent communication skills, both verbal and written.
- Logical troubleshooting thought process.
- Follow professional services standards.
- System programming and data input, per individual customer requests.
- Works closely with Lead Engineer and Program Manager for successful delivery of Managed Services.

Requirements

- Troubleshooting and Problem Solving
- Knowledge of customer service processes
- Good understanding of computer systems, mobile devices and other tech products
- Basic Telephony and Networking knowledge
- Familiarity with Windows, Word and Excel.
- Customer-oriented and cool-tempered

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- Proven experience as a help desk technician or equivalent customer support role

Education

- Associates Degree in Computer Science or relevant field
 - 2+ years relevant work experience could supplement for degree requirements
- Contact Center technical experience a plus
- Experience with Skype for Business a plus
- Industry standard networking certifications are also a plus
- Database knowledge a plus