Support Technician

Overview

Our Support Technicians are often the first people our clients speak with. They're also the employees who leave the largest impression on our clients insofar as our ability to properly support them. As such, this role is incredibly important in our service delivery.

As a Support Technician, you will provide remote and occasional on-site assistance with technical software, hardware and network resources. The Support Technician assists end-users directly by providing prompt, courteous service in easy to understand terms and indirectly by remediating alert generated issues across client networks to ensure network performance, security an integrity.

In addition to providing support, the Support Technician works to address new inquiries swiftly with long-term fixes that reduce client impact and downtime. Support Technician will work with our Dispatcher to ensure swift resolution of client issues, swift escalation of more complex issues and that we uphold our SLAs in the process. Support Technicians also occasionally share in a rotational pool for responding to off-hours emergency issues/alerts.

While perhaps being front-line support, this is not an entry level position. Our client technology stacks differ requiring someone who has a wide range of experience. We strive for high levels of first call resolution which require applicants possess significant experience and talent.

Responsibilities

The Support Technician position is one of juggling many issues. The right individual will leave our clients feeling confident in our support abilities while leaving a positive impression of one's personal abilities in tackling an issue.

A list of job responsibilities include:

- Ability to provide technical support for customers for day to day issues
- Address customer issues promptly, working with our support team to ensure efficient resolution to account related items
- Train customers to use products
- Address product-related inquiries on time and forward requests for quoting opportunities to management
- Identify solutions to drive client efficiency and reduce support costs in the support process
- Write documentation on issues to assist other technicians in following similar steps in the future when resolutions to complex problems are identified
- Bring client networks back online timely or escalate issues to more senior technicians when deep issues merit involving higher level staff
- Enter time and keep tickets updated at all times to ensure smooth handoff of issues
- Cull information on issues requiring higher level support and provide proper information to allow higher level technicians to address deep issues without needing to start the troubleshooting process from scratch

Requirements

Candidates should demonstrate knowledge sufficient to provide support to both end-users and tier I help desk level staff retained by clients. This can be done through a combination of formal education, certifications and work experience. Three years minimum end-user assistance in an Active Directory environment requested.

Potential applicants may be required to go on-site. As a result, reliable transportation is required to ensure timely support for clients.

As with all our positions, a personal background check is required prior to employment.

Among other criteria, the below requirements will be evaluated in accessing applicants:

- Excellent analytical and problem-solving skills
- Ability to break apart complex information and relay in a way end-users can easily understand.
- Strong inter-personal skills to help address client concerns and issues and strong time management skills to best coordinate other staff.
- Networking technologies including Active Directory, DHCP, DNS, firewall configuration, Microsoft Hyper-V, Windows registry, routing, TCP/IP v4/v6, QoS, VMware, VLANs, VPN and wireless.
- Backup, disaster recovery and data recovery experience.
- Google Apps, Microsoft Office 365 and Microsoft Exchange support and maintenance.
- Professional Services Automation (PSA) and/or ticketing software experience.
- Remote monitoring and management (RMM) software experience.
- Excellent verbal and written communication skills
- Strong customer service skills
- BS degree in Computer Science, IT Management or relevant field

About simpleroute

Started in 2009, simpleroute is a growing company with the sole aim to provide the best support possible for end-users. We do this through getting to know our clients, anticipating and meeting their needs and providing excellent service. We offer a challenging yet fun atmosphere and provide ample opportunity for employees to grow both through education and project based learning.

simpleroute offers a number of benefits including:

- 7 paid holidays
- Up to 4-weeks PTO with seniority
- 401k program
- Health, dental and vision programs
- Education opportunities and approved certification reimbursement
- Flexible and fun work environment

Interested Candidates

Please send a resume and cover letter to jobs@simpleroute.com and tell us how you can help us provide the best IT services possible.