



Technical Support Representative

Job Scope

As a Technical Support Representative, you will provide support based on training and knowledge in a fast-paced communication center to resolve technical issues. You will analyze, troubleshoot, and resolve technical issues of various types, including connectivity, installation, and equipment defects. You can remotely configure and troubleshoot clients' equipment or educate customers. In the event that an issue cannot be resolved, you will escalate to the next tier of support or arrange dates, times, and access arrangements for a service call. You will utilize multiple computers and databases to record the results of interactions.

Responsibilities

- Provide answers to clients by identifying problems; researching answers; and guiding clients through corrective steps.
Research required information using available resources.
Respond to tickets, resolve underlying issues, and document occurrences and solutions.
Identify and escalate priority issues per Client specifications.
Contribute to the internal knowledge base.
Improves system performance by identifying problems and recommending changes.
Follow up and make scheduled callbacks to customers where necessary.
Stay current with system information, changes, and updates.

Requirements

- World-class customer service skills
Excellent analyzation skills
Problem-solving capabilities
Proficient computer skills in remote desktops, G-Suite, and OS navigation
Demonstrated proficiency in typing and grammar
Ability to organize documents and records as well as detailed note-taking.
High School diploma or GED
Experience in Help Desk, Energy Management, HVAC, or Electrical is preferred

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.