



Job Title: IT Support Tech
Location: Saratoga Springs, NY, USA
Type: Full-time
Compensation: Based on experience
Benefits: Medical, dental

We are looking for an up and coming technical support star, who is great with clients over the phone and can resolve issues in a patient and timely manner. In this position, you will have direct interaction with the management team and get exposure to a variety of operational functions such as customer support, provisioning, platform feature R&D, and infrastructure maintenance and development.

RESPONSIBILITIES

- Work directly with customers through remote desktop, phone, email, and case management system to resolve issues and fulfill requests
- Take ownership of overall customer satisfaction, recognize high priority situations and take appropriate escalation action
- Manage multiple issues in parallel, taking responsibility for updating customers, and delivering a great customer experience
- Troubleshoot, replicate, and investigate application (Windows/OS X, iOS/Android), network, and end-user issues
- Acquire and maintain current knowledge of fixed managed services offerings and products.

SKILLS AND QUALIFICATIONS

- 2 year college/ university degree required
- Windows, Outlook, Word, Excel, Web required
- OS – Windows required, Mac OSX, Linux (and / or other Unix) experience, and familiarity at the command line is preferred, but not required
- Customer Technical Service related experience required
- Ability to prioritize and manage workload effectively
- Able to communicate verbally and in writing with customers in a professional and friendly manner
- Good organizational & analytical skills, ability to plan, track tasks and deliver to agreed timeframes

ADDITIONAL SKILLS

- Networking – Solid understanding of network fundamentals (OSI Model, TCP/IP, Ethernet, routers, switches, firewalls) and any hands on experience with routers / firewalls desired
- Technical support experience working as an intern during studies is considered an asset for this position
- Working knowledge of SaaS based system architectures a plus