Technical Assistance Center Team Member

halski SYSTEMS

Job Details:
We are looking for an IT professional - someone that loves technology and working with people and helping to resolve their IT issues. This position is for an engineer that would work a fixed - 12 hours shift per week - 7PM to 7AM and 7AM to 7PM. This shift affords 3 day weekends off as well as time off during the week. We're looking for day and night shift engineers. You would be responsible for answering any after-hours calls from clients as well as checking our internal alerting system and responding to server/site outages.

Job Description:
This is a 12 hour shift position - Weekday and Weekends.
We're looking for friendly, customer oriented IT professional to provide technical assistance to our ever-growing client base. You'll be the firms front line and will solve technical problems and provide support for all assigned areas. The goal is to make sure that customer service is maintained to the standards set forth by the firm.

Responsibilities:
·Provide first level contact and convey resolutions to customer issues
·Properly escalate unresolved issues to the next level of support
·Track, route and redirect problems to correct resources
·Update customer issues and 'own' the problem
·Walk customers through problem solving processes
·Follow up with customers, provide feedback and see problems through to resolution
·Utilize excellent customer service skills and exceed customers' expectations
·Ensure proper recording, documentation and closure of issues
·Recommended procedure modifications or improvements
·Preserve and grow your knowledge of procedures, products and services
·Perform after-hours service requests (i.e.) windows updates, server reboots, etc.
·Monitor and respond to system outages based on pre-defined matrix
·Performing windows updates

Requirements:
·Proven working experience in providing technical support
·Basic Windows 7,10 troubleshooting
·Active Directory password resets
·Proficiency in English
·Strong client-facing and communication skills
·Basic troubleshooting and multi-tasking skills
·Working knowledge of mobile devices, laptops and desktops
·Working knowledge of common desktop applications including the most current version of Microsoft Office
·Working knowledge of client/server printing / applications
·Strong interpersonal and oral communication skills, attention to details
·Adept at reading, writing, and interpreting technical documentation and procedure manuals
·Ability to present ideas and solutions in user-friendly language
·Highly self-motivated and directed
·Proven analytical and problem-solving abilities
·Strong customer service orientation
·Experience working in a team-oriented, collaborative environment
·Ability to type between 30 to 45 words per minute

Why work for us?
We're a rapidly growing IT company that provides outsourced IT services to hundreds of clients ranging from Legal, Medical, Manufacturing, ETC. We offer very competitive salary, profit sharing opportunities, 401K Plan with a 4% match, we pay 100% of your insurance, flexible work hours, paid training, the latest and greatest technology to play with. We also believe in promoting from with-in and investing in our employees. Come and join our growing staff of more than 50 to begin the best career you've ever had.

To apply send your resume to anthony@halski.com.