



JOB POSTING

Customer Support Representative

Responsibilities:

Answer inbound technical calls.

Troubleshoot and resolve all product-specific technical (hardware/software) problems.

Verify proper installation and configuration of software.

Answer policy and procedural questions.

May visit customer sites to troubleshoot system problems.

May provide initial training to new customers or follow-up training to existing customers.

Qualifications (education, prior work experience, specialized skills and knowledge):

Minimum of 6 months' experience as an Associate Customer Support Representative.

Technical ability to troubleshoot PCs, operating systems, protocols, and communications problems.

Associate's Degree, technical school diploma, or equivalent experience with computers or a related field.

Ability to communicate effectively with customers and solve problems.

Must have highly effective interpersonal skills and be able to work independently.

Ability to train customers.