



Service Desk Support Technician

Job Description

Department: Operations

Job Status: Full time

Reports to: Service Desk Supervisor

Location: Macon, Ga

Position Summary

Invision Technologies, LLC is looking for additional Service Desk Support Technicians to join our team. The ideal candidate exemplifies exceptional customer service while possessing the skills, knowledge, and aptitude to intake and triage client issues. The Service Desk Support Technicians are the first point of contact for support requests who then resolve or escalate the issues for resolution. Qualified candidates must have the ability to communicate to clients and co-workers at both technical and non-technical levels. Ideal candidates are self-directed, great on the telephone, organized, a great communicator, and consistent in maintaining our high-quality of standards. The desire and drive to build and maintain customer relationships is a key function of this role. This candidate must also be able to exhibit a sense of urgency in providing exceptional quality service to clients and setting and managing expectations.

This is a full-time position based in Macon, Ga.

Responsibilities & Duties

- Serve as initial client issue/request intake for all aspects of our client's IT environments, including, but not limited to, hardware, software, networking, printing, Microsoft, and basic server support
- Intake client issues/request through email and telephone, triage issues accordingly per company processes
- Provide remote support to clients and serve as the first point of contact for issue reporting
- Responsible for service ticket scheduling, escalation, and client satisfaction
- Ensure quality services are performed to the agreed SLA
- Offer our clients a true "white-glove" support experience and exceed their expectations
- Work with counterpart technicians to schedule and follow up on outstanding issues
- Conduct inventory control procedures including product receiving, shipping, purchasing, and overall inventory management
- Create and maintain thorough documentation and configurations within company tools
- Interface with third party vendors as a liaison between client and vendor
- Other duties as assigned

Knowledge, Skills & Personal Qualities

- Demonstrate excellence in customer service
- Excellent communication skills
- Ability to identify simple to complex problems and analyze them for triage or solution
- Demonstrate problem-solving strategies and practical knowledge
- Ability to diagnose and resolve issues balancing research, troubleshooting, and standard procedures
- Working knowledge of computer systems, including hardware, software, OS, and peripherals
- Demonstrated ability to work in a fast-paced environment
- Time management, organization, communication is vital

Required Qualifications

- High school diploma or equivalent required
- 1 year support or call center/dispatch experience
- Exceptional written and verbal communication skills
- Ability and desire to learn and adapt quickly
- Exceptional customer service skills
- Attention to detail

Preferred Qualifications

- Advanced level degree or certifications desired
- Managed Service Provider experience
- Use of PSA/Ticketing system experience
- Call center/dispatch experience
- Experience as a tier 1-2 IT Support Specialist
- Working knowledge of O365, Azure, Sharepoint

Benefits

- Comprehensive health care plan including options for Dental, Vision, and ST/LT Disability
- Employer-provided life insurance at no cost to the employee
- 401k retirement plan with company matching contribution; employees may participate after completing 1 year of service
- Monthly mobile phone stipend
- Career path after 6months to outline future career growth
- Eighteen days of paid time off annually
- Salary commensurate with experience

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees.