



Technical Service Representative

Location:	Robinson, PA
Start Date:	ASAP
Pay Rate:	Not Available
Term:	Full Time
Travel:	0%
Reference:	ABS-TSR-01
Benefits:	Health Insurance, 401(k)/Retirement Plan, Paid Vacation

Position Purpose:

The purpose of this position is to provide high level technical support for all inbound calls, emails and trouble tickets related customer issues.

Qualifications: (Minimum Qualifications Required)

- Education: Associates Degree in Computer Science or equivalent. A Bachelor's Degree is desired.
- Experience: 3-5 years of computer problem solving experience is a must.

Competencies Required for Success:

- Intelligence
- Integrity
- Accountability
- Communication
- Team Player

Responsibilities:

- Exemplify our company's core values
- Support and follow company policies and procedures
- Participate in regularly-scheduled huddles
- Help create a positive work environment
- Respond promptly to all communications
- Complete corporate work in a timely fashion
- Meet assigned quarterly/annual goals
- Perform other duties as assigned



Responsibilities specific to the position:

- Monitor trouble tickets and resolve them in a timely manner
- Monitor network status
- Escalate issues you are unable to resolve in a timely fashion
- Escalate issues with vendors when required
- Assist and Train Customer
- Service Representatives on the products and services supported
- Assist end-users with their issues
- Create a note or ticket for every call
- Gather market intelligence from communications with end-users
- Troubleshoot issues relating to current products and services
- Complete tasks within assigned timeframe
- Perform work that promotes retaining of customers
- Recommend additional products and services where appropriate
- Continue to improve technical job knowledge

When applying for this position please refer to Job Code # ABS-TSR-01.