

CLASSIFICATION DESCRIPTION

TITLE: Technical Support Specialist

Date: August 2018

FLSA: Non-Exempt

Department: Digital Theater

SPECIFIC RESPONSIBILITY

Provides technical support to Customers and E&S Engineering, Manufacturing, and Field Service Engineers.

SPECIFIC RESPONSIBILITIES

1. Provides 24/7 worldwide technical support to E&S customers requested via help ticket system, email, and telephone. Analyzes hardware and software issues reported by customers and document solutions to these issues. Executes remote processes for diagnostics and troubleshooting. Maintain and follow up on Help Ticket System.
2. Analyses hardware and software issues reported by customers and document solutions to those issues.
3. Supports customer training.
4. Supports processing RMA's (Return Merchandise Authorizations) by coordinating with E&S, customer and manufacturer personnel to arrange the return and replacement of defective materials.
5. Provides ongoing support for software development in testing and debugging. Participates in installation and modification of hardware and software and projection systems for demonstrations and events.
6. Promotes and maintains a high quality, professional, service-oriented company image among users and peers.

EEO/AA Employer

M/F/D/V

REQUIREMENTS

A two-year associate degree and two years experience or equivalent education and experience is required. The ability to multi-task and prioritize tasks to meet critical deadlines is required. Must work well within a group and be detail-oriented. Requires strong communication skills, critical thinking/troubleshooting and ability to document verbal conversations.

Extensive experience with PC hardware, testing, and troubleshooting PC configurations is required.

Computer networking experience is desired. Experience with current and previous versions of Windows operating systems, including XP, 7, 10; Server 2008 R2 and Server 2012; Windows tools is required.

Prior experience working in a call-center support desk is preferred.

Requires the ability to respond to worldwide customer support calls 24/7. Occasional travel is required.

EEO/AA Employer

M/F/D/V