

JOB TITLE: SUPPORT SPECIALIST

LOCATION: SAN ANTONIO

DEPARTMENT: SERVER BEACH

REPORTS TO: SUPPORT TEAM MANAGER

GENERAL SUMMARY

The Support Representative provides technical assistance, support, and advice to end users for hardware, software, and systems.

JOB DESCRIPTION

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The Support Representative:

- Investigates and resolves computer software and hardware problems of users.
- Serves as a contact for users having problems using computer software, hardware, and operating systems.
- Determines whether problem is caused by hardware, software, or system.
- Answers questions, applying knowledge of computer software, hardware, systems, and procedures.
- Talks with co-workers to research problems and find solutions.
- Troubleshoots client issues online or over the phone.
- Talks to programmers to explain software errors or to recommend changes to programs.
- May test software and hardware to evaluate ease of use and whether product will aid user in performing work.
- May train users on software and hardware over the phone or online.

MINIMUM QUALIFICATIONS

- 1-2 years of technical experience
- Excellent customer service and communication skills
- Ability and desire to learn new skills quickly