

Job Title: Technical Services Representative

Company: VAULT LLC

Department: Technical Services

Salary: Depending on experience

Job Position Summary:

We are looking for a Technical Services Representative to join our existing team in providing support to our company and our customers. This position will support point of sale customers with software, hardware, and network troubleshooting and resolution, as well as VAULT product support inquiries, and internal needs. Working knowledge of Windows operating systems (XP, 7, 8, and 10) is required as well as basic network skills. This position will also be responsible for assembly, testing, and production of units with electrical components.

Key Responsibilities:

- Provide support to customers via telephone, email, and remote access for issues ranging from Point of Sale software, to network troubleshooting, to hardware inquiries.
- Diagnose and resolve customer issues in a timely manner.
- Ensure that customers are kept up to date with issues and resolutions at all times.
- Support Microsoft Windows XP, 7, 8, and 10 based PC systems.
- Assemble, test, and support electronic components in a variety of VAULT enclosures.
- Help maintain a 24-hour after-hours helpdesk rotation, including weekends holidays.

Personal Specification:

An enthusiastic individual with experience providing IT support.

Self-motivated and willing to take direction when required.

Ability to work efficiently and accurately in a fast paced environment.

Skill Requirements:

- Experience in providing IT support in a helpdesk environment.
- Technical knowledge of Microsoft Windows desktop environments.
- Knowledge of PC hardware components and troubleshooting.
- Basic network troubleshooting skills.
- Excellent communication skills, both verbal and written.