Our growing company is hiring for a senior technical support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for senior technical support

- Maintain documentation on client hardware and software and department specific applications as they relate to the desktop, LAN, and WAN environments
- Represent client needs to shared services infrastructure team as they relate to desktop, LAN and WAN environments, configurations, images and policies and procedures
- BS/BA in Computer Science or Technical degree preferred
- Quickly respond to and assess business impact of reported issues and identify path to resolution through research & replication
- Escalate issues as needed to developers to be included in future patches and releases
- Document and process issue, defect, resolution, and workaround records
- Develop and communicate issue solutions and workarounds to client in order to speed resolution and minimize future occurrences
- Use and contribute to product knowledge base in order to support highest degree of customer and partner self-service possible
- Engaging Management levels as required for intervention on high impact customer issues
- Decisions regarding escalation of issues, level of communication/ticket status updates and general project management of customer issues

Qualifications for senior technical support

- Ability to collaboratewell with a diverse group internally external vendors on a regular basis
- Working knowledge of CRMs (customer relationship management) and Knowledge systems - any major CRM or Knowledge system JIRA, Salesforce.com
- Excellent understanding of Computer network fundamentals and working knowledge of network troubleshooting tools, Ping, ipconfig, trace route
- Ability to work independently, with others in a diverse team environment
- Computer Science or Engineering University degree required
- A strong sense of empathy with customers trying to use our products