Our growing company is searching for experienced candidates for the position of technical support executive. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for technical support executive

- Knowledge of network hardware and software including VPN support, Cisco switches and routers
- Assist with Tier 2 support tickets
- When applicable, provide Executive Support for off-site company events (i.e., Town Hall Meetings, Conferences)
- Must be a proactive problem solver, able to multi task and think on the go
- Provide day to day support for Discovers key clients – Acquirers, Acquirer Processors and Merchant Processors
- Manage technology upgrades for direct clients as required
- Know each client within the assigned portfolio
- Prepare and present business overviews internally and external providing thorough client updates
- Researching new methodologies, technologies and trends within IT is core to our department
- Working alongside other team members both locally and remotely you will participate in group objectives, deliverables and meetings

Qualifications for technical support executive

- Mobile device experience (iOS/Android/Windows Mobile/Blackberry)
- Communication skills and poise under pressure
- Assist staff with the installation, configuration and ongoing usability of

- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email (Exchange) servers and audio/visual conferencing systems, applications servers and administrative systems
- Lead and assist with root cause analysis as it relates to desktop computers client level applications
- Skill in troubleshooting and using diagnostic tools for client accessibility problems to applications and network (, resetting password, bouncing PU, resetting remote devices