Our company is looking for a technical support level. 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 technical support level

- Analyze technical configurations, integrations, data migrations and technical installations for client systems to perform in-depth technical troubleshooting and recommend solutions
- Provides second level Retail/POS store technical support (remote) to Zale Corp
- Performs problem assessment and classification
- Respond to tickets, contact users and plan workload
- Take ownership of the issue from end to end- from creation through the whole process and then through the resolution to ensure that issue has necessary follow through with end user
- Update tickets with the latest status
- Escalate the ticket to the correct group if the incident cannot be resolved
- Sign-off closed tickets with the user to include follow up specifically to the end user
- Close tickets that have been resolved
- Complete Assigned Tasks within Allotted schedules and budgets

Qualifications for technical support level

- 12 months of Customer Service Representative experience or equivalent
- MS Windows XP/Windows 7 and Server 2003 Basic + Advanced
- Active Directory and Policy knowledge

- ITIL Knowledge if possible