

Job Title: Help Desk / Technical Support Specialists

Rate: 20/hr W2

Hours: Part time 20 up to 30 hours per week as needed and moving to full time early 2020

Location: Houston Texas. **50%** Remote **50%** on location

Travel: Required 75% within Houston. (we pay mileage and 100% tolls)

Experience:

1-2 years help desk / phone support experience

Microsoft Certifications (preferred)

2 Year college or technical school (preferred)

Who We Are:

We are an emerging IT Service provider located in Houston specializing in managed IT services, hosted Exchange, and cloud services.

Our clients expect and receive best in class service, which sets us apart from our competitors. We are working to grow the company without any compromise to service.

Who We Are Looking For:

All around support technician with excellent customer services skills. If you pride yourself on delivering the best white glove customer experience possible, we want to speak to you.

Must be able to work efficiently remotely (from home) while not on-location (customers).

Must have exceptional written and communication skills. 100% of communication is done via email and Zendesk ticketing. Proper email Etiquette is a MUST.

You will also have strong technical working knowledge of desktops, networking, servers, Active Directory.

You must be able to assess problems quickly and communicate clearly and professionally at all times.

Travel to clients is often needed so having professional attire (business casual) and verbal skills is a must. Customer confidence is gained through appearance and backed up by skill.

- Must have excellent verbal, written, and interpersonal communications skills
- Hands-on experience with Server and Desktop configurations and deployment.

- Windows Server (2003, 2008, 2012, 2016, 2019) / Active Directory
- Windows 7 to Windows 10
- Client / Server Networking
- All MS Office products
- VOIP

Preferred:

- WAN
- Exchange Server 2003 to 2013
- Sonicwall or Cisco / Cisco Meraki configuration experience
- Vmware / MS Hypervisor
- Knowledge of SMB products and services

What You Will Be Doing:

Your main daily task will be customer support. So making sure our clients are waited on promptly and with the upmost attention is paramount.

To provide the very best care you will need strong technical skills and knowledge to assist customers quickly while giving them full confidence in your efforts. All my clients are spoiled by having me services them, and they will expect nothing less from you.

How Your Week Breaks Down

50% of your week:

- Document, maintain, analyze and troubleshoot desktop, server, and network application issues
- Add / Remove and assign permissions in Active Directory
- Provide support for desktops, laptops, servers, smart phones and applications
- Provide phone and email support while using a ticket management system

30% of your week:

- Track issues until resolved
- Maintains all systems, applications, security, and network configurations
- Troubleshoot LAN/WAN systems

20% of your week:

- Update knowledge base with documented resolutions
- Assist with projects
- Troubleshoot network performance issues
- Provide technical support and guide and train users

To be considered for this position, please send an email to ops@inmotiontechnical.com with 'I follow directions' in the subject.

Include your resume, cover, and references. Be sure to tell me of a time you were the customer service super tech. Also, be sure to answer this question: do you have reliable transportation?

Thank you and we look forward to speaking with you soon.