SUPPORT TECHNICIAN (With Emphasis on Communications-IVR)

Department	:	Support
Reports to	:	Director of Support, Communications Lead
Division	:	Open
Classification	:	Salary/Exempt/Full-time

JOB SUMMARY

A frontline Communications Support Technician is primarily responsible for providing post-sale technical support services to Milsoft customers including installation, troubleshooting, problem resolution and maintenance (including upgrades) in a 24/7 support environment. Position could require some travel. After hours on-call support rotation necessary.

ESSENTIAL FUNCTIONS

1. Delivers remote (e.g. telephone, online) post-sale troubleshooting and diagnostic support services to ensure that all Communications products and services function properly.
2. Directly resolves technical support inquiries through onsite and/or remote first-level support services.
3. Occasionally delivers post-sale services at customer sites including installation, maintenance and upgrades to ensure that all function properly. Some travel possible.
4. Ensures customer satisfaction by advising customers on configurations, etc., that may favorably impact software performance.
5. Maintains regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
6. Upholds, safeguards and promotes Milsoft's' values and philosophy relating particularly to ethics, integrity and corporate responsibility.
7. Any other duties that may be necessary or assigned from time to time. Such duties do not normally change the level of the job.

QUALIFICATIONS

1. Excellent communication skills, both verbal and written.
2. Extremely well-developed interpersonal skills. Ability to get along with diverse personalities and to handle varied situations with tact and maturity. Self-starter and motivated to learn.
3. Ability to diagnose network and hardware problems a plus.
4. Knowledge of Windows OS (2012 Server, 2016 Server, 2019 Server, Windows 10), T-SQL proficiency.
5. Able to adapt and learn new technologies and retain knowledge for future troubleshooting.
6. Ability to research problems through knowledge bases, WIKI, Google drive and Internet for answers.
7. Telephony knowledge (analog/digital/T1 and SIP) and basic knowledge of Java and C++ preferred.

Submit resume to hr@milsoft.com

10/2020