SUPPORT TECHNICIAN (With Emphasis on Geographic Information Systems)

Department	:	Support
Reports to	:	GIS Lead/VP of Customer Service and Support
Division	:	Remote
Classification	:	Salary/Exempt/Full-time

JOB SUMMARY

A frontline GIS Support Technician is primarily responsible for providing post-sale technical support services to Milsoft customers, including installation, troubleshooting, problem resolution, and maintenance (as well as upgrades) in a 24/7 support environment. The position will require some travel and after-hours on-call support time. Additionally, the GIS Support Technician will serve a backup role as an on-site trainer for Staking users when needed.

ESSENTIAL FUNCTIONS

1. Delivers remote (e.g., telephone, online) post-sale troubleshooting and diagnostic support services to ensure that all GIS and Staking 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
4. Ensures customer satisfaction by advising customers on configurations, etc., that may favorably impact software performance
5. Must be able to turn customer concerns and requests into detailed tickets for action by the Development team
6. Be able to translate operational and system processes into clear instructions and/or explanations as KB articles
7. Maintains regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures
8. Upholds, safeguards and promotes Milsoft's values and philosophy relating particularly to ethics, integrity and corporate responsibility
9. Any other duties that may be necessary or assigned from time to time. Such additional duties will not normally change the scope of the job

QUALIFICATIONS

1. BS in Geographic Information Science or Information Technology preferred
2. Excellent communication skills, both verbal and written
3. Extremely well-developed interpersonal and citizenship skills; ability to get along with diverse personalities and to handle varied situations with tact and maturity; self-starter and motivated to learn
4. Able to adapt and learn new technologies and retain knowledge for future troubleshooting
5. Knowledge of Windows OS (Server 2019/2022, Windows 10/11), T-SQL proficiency
6. Ability to diagnose network and hardware problems a plus