

Creative Computer Resources

JOB TITLE: IT SUPPORT TECHNICIAN

GENERAL SUMMARY: Provide server and workstation technical support for Creative Computer Resources clients using a variety of techniques: issue duplication, problem analysis, application setups, problem determination and resolution via (local) on-site deployment, inbound telephone calls, and emails.

ESSENTIAL JOB FUNCTIONS:

- Apply technical expertise to troubleshoot technical problems of all levels of complexity and provide resolution to reported issues.
- Perform application setups with or without assistance.
- Analyze current customer operations environment, business needs, and future technology plans and make appropriate recommendations. Responsible for implementing and testing application solutions/setups based on the analysis.
- Ensures customer satisfaction by following-up to ensure problem resolution; approaching problem solving from an overall solution perspective; resolving issues in a timely, respectful, considerate, and concerned manner
- Responsible for maintaining established standards for resolution statuses.
- Increases the customers' technical skills through daily interactions and targeted, informal training.
- Act as a technical liaison to sales, marketing, development, and management.
- Act as On-Call representative for customer calls during non-business hours.
- Perform special projects as assigned.

Required Skills and Competencies: Minimum of 1 year technical experience supporting, setting up, or maintaining applications, operating systems, and/or Microsoft servers. Excellent analytical, problem solving, and troubleshooting skills; ability to define problems, collect data, establish facts, and draw conclusions; ability to read and interpret technical drawings and documentation. Good project management and multi-tasking skills with demonstrated follow-through. Strong interpersonal/customer relations skills; clear and concise verbal and written communications; ability to express complex technical concepts in layman's terms, both verbally and in writing. Self-motivated, ability to work under general supervision.

MINIMUM QUALIFICATIONS:

Education: Bachelor Degree in a Technical field (Computer Science or equivalent) or equivalent work experience.

Minimum Experience for Consideration: Previous experience in a technical support or helpdesk environment.

Send Resume To:
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