



IT Support Associate

Our philosophy is to hire and retain employees who provide outstanding service to potential and existing clients. Our competitive advantage is the talented and experienced people we bring into the 3CLogic community, who we believe set the standard when it comes to customer service and support.

Do you have impeccable people skills? Are you a trouble-shooting master?

Fast-growing cloud-based software company, based in Rockville, MD, is seeking an experienced IT Support Associate to assist in daily support calls and inquiries.

Your mission...should you choose to accept it:

- Answer customer technical support phone calls, emails and chat requests, and log support requests into ticketing system.
- Identify, research, and resolve (escalating issues where appropriate) technical problems with IT staff.
- Utilize documentation and knowledge base articles in ticketing system to support customers.
- Provide reporting on technical support activities and subscription usage to management.
- Provide virtual trainings for customers on subscription set-up software use.
- Provide internal training to Customer Service Department on current technical support problems.

Required Skills:

- Familiar with Windows PCs and laptops.
- Knowledge of Windows XP/7/Vista, MS Office and remote monitoring systems.
- Superior customer relationship skills, positive attitude, and excellent telephone communication and technical writing skills with the ability to communicate and simplify complex technical information for non-technical people.
- Ability to adapt to change and learn quickly in a highly dynamic and high pressured environment and support customers with high expectations.
- Must have a go-getter attitude with the ability to meet deadlines under little supervision.

Education and Experience:

Bachelor's or an Associate's degree, Two (plus) years' experience in a technical and customer service based environment.

We are looking to hire the right candidate to help us grow while gaining hands-on experience. This position is full time, with a work from home option for the right candidate. Compensation is based on experience. Please apply with a resume and cover letter. Only serious candidates will be considered. We look forward to meeting with you!