Position Support Engineer

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?

Because of our increasing client base, we are hiring Support Engineers to assist in daily support calls and inquiries.

Support Engineers will provide technical and network problem resolution to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions. Solutions include, but are not limited to, resolving username and password problems, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus and troubleshooting voice quality issues/VOIP issues. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. Representatives will perform related work as required.

Duties, Tasks, and Essential Functions:

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services

- Gather customer's information and determine the issue by evaluating and analyzing the symptoms

- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, VOIP and more

- Research required information using available resources

- Follow standard processes and procedures

- Identify and escalate priority issues per Client specifications

- Redirect problems to appropriate resource

- Accurately process and record call transactions using a computer and designated tracking software

- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Organize ideas and communicate oral messages appropriate to listeners and situations
- Follow up and make scheduled call backs to customers where necessary
- Stay current with system information, changes and updates

Required Skills:

- Familiar with Windows PCs and laptops
- Knowledge of Windows XP/7/Vista, MS Office and remote monitoring systems
- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- Knowledge of relevant software computer applications and equipment
- Knowledge of customer service principles and practices
- Effective listening skills
- Willingness to co-operate with others and work to the greater good;
- Multi-tasking capabilities

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.

You are on the front lines for the company, so if that sounds like a great challenge and career path for you, please contact us!