

Technical Support Representative – Security Integrator

ITech Digital, a national provider of security solutions, seeks to add a Technical Support Representative to its Indianapolis team. As a growing security integrator of video surveillance, access control, intrusion and fire, we are in need of a customer service focused and detail driven individual. Under the direct supervision of the Customer Support Manager, this employee works directly with ITech Digital customers to troubleshoot and resolve issues and concerns, while remaining pleasant and professional.

Essential Functions

- Assist customers via telephone and remote access products including Desk, TeamViewer, LogMeIn and Remote Desktop
- Maintain accurate customer data through proper documentation
- Learn and develop working knowledge of ITech Digital's product lines
- Support team members and respond to internal requests
- Work with ITech Digital's partners to effectively diagnose and resolve issues
- Update job knowledge by participating in educational opportunities

Competencies

- Exceptional verbal and written communication skills are essential for this role
- The ability to multitask and work in a fast paced, team oriented environment
- Knowledge with computer configuration and troubleshooting within the Windows platform
- Experience maintaining/configuring IPv4 network devices
- Knowledge of Microsoft Office including Excel, Outlook and Word
- Ability to setup and configure virtual machine environments
- Previous security industry experience a plus

Work Environment & Physical Demands

This position works in our Indianapolis office, Monday through Friday from 8-5PM. This position may be required to sit for long periods of time, pack and unpack materials which includes standing, bending, lifting and moving up to 30 pounds.

Position Type and Expected Hours of Work

- This is a full time, non-exempt position
- Compensation commensurate with experience

Supervisory Responsibility

This position has no supervisory responsibilities.

Benefits & Compensation

- Health Benefits including medical, dental and vision
- 401K – With company matching
- Employee Stock Options
- 8 paid company holidays, Paid Time Off and Paid Community Service Days

Education and Experience

- Associates degree in related field or equivalent work-related experience.
- Previous helpdesk experience preferred

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ITech Digital has a strong commitment to respect and value every employee's contribution to the company and recognizes the strength of bringing together people with an array of talents, experiences, and perspectives. It is our policy to provide equal employment opportunity without discrimination or harassment to all qualified persons without regard to race, color, gender, religion, age, national origin, disability, sexual orientation or any other characteristic prohibited by federal, state and local laws, orders and regulations. These opportunities include, but are not limited to, recruitment, hiring, training, transfer and promotion, compensation, benefits, termination, discipline and all other forms and conditions of employment.

To submit your resume, please email hr@itechdigital.com