Job ID: 291DJ
Job Title: Technical Support Specialist
Degree Requirements: None
Years of Experience: Minimal
Type of Position: Contract / Contract to Hire 1099
Location: North Atlanta
Salary Range: TBD
Travel Required: None

Short Description
A well establish client is actively searching for Technical Support Specialists for call center support positions from the hours of 11:30 AM to 8:00 PM. The client is flexible with the type of candidates for this position, meaning this can be part-time or full time. The Technical Support Specialist with provide assistance and support to customers on proprietary software for desktop and cloud base configuration. You will be required to resolve computer issues for clients via telephone, remote access, chat and web inquires. In order to accurately issues, you will place orders using NetSuite system and document all correspondence. This position requires that you provide Best-in-class customer service.

MUST HAVE REQUIREMENTS for this position are:
Must have experience with basic network setup and configuration including TCPIP addressing

Must read and understand technical manuals, confer with users, and conduct computer diagnostics to troubleshoot and resolve reported issues

Required to train users as needed to insure proper use of hardware and software applications

Required to document all major hardware and software problems on defective products that will be used to analyze trends

Notify management and technical team of common or reoccurring issues related to products or upgrades

Assist users by answering questions related to the software applications and hardware operation

Enter commands and observe system functioning to verify correct operations and detect error

Accurately enter customer orders and be familiar with production functionality and price

PLUSSES in this position are:
A+ Certification
Previous network configuration
Previous customer service experience

If you meet these requirements and wish to be considered for this position, send your résumé to us in a Word document at Resumes@PinnaclePlacementGroup.com mentioning the **Job ID** and the **Job Title** in the subject line of your email.

In your email or cover letter, please provide us a short narrative detailing your experience and expertise as it applies to this position. Also, please provide us with your *MINIMUM* salary requirements.

KEY WORDS: Service technician, network configuration, TCPIP, Microsoft certified, A+ certification, first level help desk, NetSuite, software applications, Hardware configuration, troubleshoot skills, helpdesk tickets, desktop support, cloud