



## JOB TITLE

# Support Specialist

## SUMMARY

As a Support Specialist you are responsible for researching and investigating new technologies that will help us deliver world class service to our clients. Your passion for technology is balanced by your understanding of processes and procedures, and how they relate to small business. You will provide innovative solutions that showcase your strong knowledge of Microsoft products. You will plan, implement, and improve technical processes to improve service delivery. As part of the team, you will share and communicate ideas and knowledge to all members of our organization. An ideal candidate is looking for a career, not just a job.

## RESPONSIBILITIES

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond in a timely manner to service issues and requests.
- Escalate IT issues within the team where necessary.
- Record events, problems and resolutions in ticketing system.
- Follow-up and update customer status and information.
- Determine the best solution based on issues and details provided by customers.
- Monitor and troubleshoot systems (includes networking equipment, desktops, firewalls, servers, software).
- Be self-motivated and willing to work issues and projects until completion with little or no direction.
- Have a working proficiency of Windows PC's and MAC's.
- Have the ability to communicate effectively in person and via email/phone.
- Participate in after-hours support rotation schedule.

## REQUIREMENTS

- Good understanding of computer systems, mobile devices and other tech products.
- Ability to diagnose and resolve basic technical issues.
- Excellent communication skills.
- Customer-oriented and cool-tempered.



- A technical, logical thought process.
- Problem-solving skills.
- An ability to prioritize and delegate.
- A keen eye for detail.

#### HOW TO APPLY

Visit [ATB-TECH.COM/CAREERS](https://atb-tech.com/careers) to apply online.

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