

Escalation Specialist



Job Overview:

As an Escalation Specialist at ATB Technologies, you will play a crucial role in ensuring the smooth resolution of complex technical issues and customer concerns. Your primary responsibility will be to handle escalated cases from our frontline support team and provide timely and effective solutions to meet our clients' needs. You will collaborate closely with various internal teams, including technical support, operations, and account management, to ensure customer satisfaction and maintain high service levels.

We are seeking candidates who possess relevant certifications such as a CCNA, CompTIA Network+, VMware Certified Professional (VCP), and Microsoft Azure Network Engineer. These certifications are highly valued and demonstrate the necessary skills and knowledge for the role. This opportunity is well-suited for individuals who are subject matter experts (SMEs) and prefer to focus on utilizing and sharing their expertise rather than pursuing further career advancement.

Key Responsibilities:

- Serve as the point of contact for escalated technical issues and customer complaints, demonstrating a high level of professionalism and empathy.
- Analyze and troubleshoot complex technical problems, utilizing your in-depth knowledge of our products and services.
- Collaborate with the frontline support team to gather relevant information and provide guidance on issue resolution.
- Prioritize and manage multiple escalations simultaneously, ensuring timely and accurate updates to all stakeholders.
- Communicate effectively with clients, keeping them informed of the progress and resolution of their escalated issues.
- Document all escalations, including the steps taken and solutions provided in our ticketing system for future reference and knowledge sharing.
- Identify recurring issues and propose improvements to prevent future escalations, working closely with the technical support and operations teams.
- Provide feedback and suggestions to enhance our support processes and improve overall customer experience.

Requirements:

- BSCS or equivalent experience PLUS relevant certifications such as CCNA, CompTIA Net+, VCP.
- Proven experience in a technical support or customer service role within an MSP or IT services environment.
- Strong knowledge of IT infrastructure, networking, and cloud technologies.
- Excellent problem-solving skills with the ability to analyze complex issues and provide effective solutions.
- Exceptional communication skills, both written and verbal, with the ability to convey technical information to non-technical individuals.

What ATB Technologies brings to the table:

- Competitive compensation package, with full employee benefits package
- A collaborative, flexible, innovative supportive culture – STL Best Places to Work, INC Best Places to Work, MSP 500
- Unlimited Vacation Policy, Matching 401k, 8 Paid Holidays
- Company paid lunch three days per week.
- Employer Paid Employee Health/Dental/Vision Benefits

How to Apply:

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