Support Specialist

Welcome to ATB Technologies, where innovation meets exceptional customer service! We're a top-notch B2B managed IT service provider in St. Louis, fueled by the passion of our team and client referrals. Crafting personalized IT solutions is our forte, and we're on the lookout for enthusiastic individuals to join our crew. At ATB Technologies, it's not *just* about upgrading businesses with better IT and providing top-tier customer service, it's about creating a workplace for your success.

Job Overview:

As a Support Specialist at ATB Technologies, you will play a critical role in ensuring the seamless resolution of technical issues and addressing customer concerns. Your responsibilities extend to researching and investigating new technologies, aiming to elevate our service delivery and maintain world-class standards for our clients. In your role as a frontline support team member, your primary focus is delivering timely and effective solutions that cater to the diverse needs of our clients. Additionally, you will actively contribute to planning, implementing, and enhancing technical processes to continually improve service delivery. Collaboration is a key element of our work environment, and as a valued member of our team, you will closely collaborate with colleagues, actively sharing ideas and knowledge across the organization.

Working with ATB Technologies provides a unique opportunity to gain experience with a diverse range of networks. As a proactive company, we stay on the cutting edge of technology, consistently exploring and implementing the latest advancements. Engaging in beta testing and experimentation with emerging technologies is part of our active approach. Joining our team promises an exciting environment to expand your knowledge and skills while being at the forefront of technological innovation.

An ideal candidate has a passion for technology, complemented by a solid understanding of processes and procedures, especially in the context of small businesses. ATB Technologies takes pride in our culture of tenure, offering long-term career opportunities. We are looking for individuals who may be interested in establishing a lasting and fulfilling career with us.

Key Responsibilities:

- Provide high quality technical support for incoming issues related to computer systems, software, and hardware for client company employees.
- Respond timely, provide clear communication, and complete detailed documentation of issues and resolutions.
- Monitor and troubleshoot systems (includes networking equipment, desktops, firewalls, servers, software).
- Take initiative to determine and implement top solutions to customer issues.
- Provide follow-ups to ensure issue resolution and complete status updates. Escalate internally as needed.

Qualifications:

- Technical proficiency in Windows, Mac, and mobile devices.
- Practical knowledge of IT networking and cloud technologies.
- Excellent problem-solving skills with the ability to analyze and diagnose 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

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