Invision Technologies

2402 Dawson Rd, Suite 3
Albany GA, 31707

Field Support Professional

Status: Full-Time, Salaried Employee
Job Category: Service Desk
Relevant Work Experience: 1 Year Preferred But Not Required
Career Level: Experienced (Non-Manager)

We are currently seeking a highly skilled field support professional with the drive and determination to help us support our client base. This position reports to our Service Manager. We are looking for an individual who is a problem-solver and has a proven track record of working within a team environment to successfully address challenging user computing issues, and is accustomed to leveraging technical training opportunities to improve their skills. If you have the experience and the desire, we'd like to talk to you.

Our field engineers are responsible for maintaining user uptime and improving their computing experiences through effective onsite maintenance and problem identification and resolution activities, as well as growing and developing the organization's perception with existing customers through exceptional customer service. Candidates must be energetic and focused with a strong motivation to learn new technologies and management and maintenance processes. This position requires dedication, persistence, follow-up, effective utilization of provided resources and unbeatable customer service.

This position will include identifying user problems and working within a structured problem management and resolution process to remediate them within established SLAs, and involves working with other resources and vendors to deliver effective field support services. Responsibilities include identifying, documenting and troubleshooting user computing issues to resolution and maintaining customer satisfaction.

Job duties include utilizing our professional services automation (PSA) solution along with other service-specific tools and technologies to deliver onsite user support services and update service request information and collaborate and work with other staff and vendor support resources to resolve issues. Overall relationship management and the ability to coordinate required resources to respond to complex IT requirements are desired. Other requirements include participating in ongoing training and attainment of manufacturer certifications and developing and maintaining relationships with user and vendor contacts.

Minimum Skills Required:
- Microsoft Certified Professional status or CompTIA certification preferred
- Excellent knowledge of our supported software and technologies
- Strong interpersonal skills required to effectively communicate with users and vendors
- Passion for teamwork, continuing education, problem solving and exceptional customer service
- Must be well spoken, outgoing, organized, detailed-orientated, dependable and flexible
- Experience with HP, Cisco and Citrix technologies a plus
- Valid driver's license and proof of insurance
- Background check and drug screen required
- Reliable transportation

This Position Entails:
- Troubleshooting user problems onsite
- Accurate documentation of all activities conducted
- The ability to manage, maintain, troubleshoot and support our users' networks, equipment, software and services
- The ability to learn quickly and adapt to changing requirements

The Successful Candidate must be:
- Professional and articulate
- Interpersonally adept
- Technically proficient
- A relationship builder
- A problem solver

Benefits include paid vacation, holidays, personal & sick time, health insurance and training reimbursement. Our generous compensation plans are structured as salary plus bonuses for meeting utilization, compliance and customer service requirements, with initial compensation commensurate with relevant experience.

Qualified candidates please submit a current resume to: jobs@automatedit.com. Please include the position for which you are applying in the body of your email.