

Technical Support Engineer - Job Description

SG Systems Global is looking to recruit / hire a Technical Support Engineer to provide enterprise-level assistance to our customers. You will diagnose and troubleshoot software and hardware problems and help our customers install applications and programs.

Technical Support Engineer responsibilities include resolving network issues, configuring operating systems, the company's java applications and using remote desktop connections to provide immediate support. You will use email and chat applications to give clients quick answers to simple IT issues. For more complex problems that require nuanced instruction, you will contact clients via phone and/or provide clear, written instructions and technical manual references.

To be qualified for this role, you should have a background in Computer Science, IT or Software Engineering. Microsoft experience is required, Linux experience is desirable. If you are naturally a helper, enjoy assisting people with software issues and are able to explain technical details simply, we'd like to meet you.

Responsibilities

- ✓ Research and identify solutions to software and hardware issues
- ✓ Diagnose and troubleshoot technical issues, including account setup and network configuration
- ✓ Ask customers targeted questions to quickly understand the root of the problem
- ✓ Track computer system issues through to resolution, within agreed time limits
- ✓ Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- ✓ Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- ✓ Provide prompt and accurate feedback to customers
- ✓ Refer to internal database or external resources to provide accurate tech solutions
- ✓ Ensure all issues are properly logged in Salesforce CRM
- ✓ Prioritize and manage several open issues at one time
- ✓ Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- ✓ Prepare accurate and timely reports for customers and management
- ✓ Document technical knowledge in the form of notes and manuals
- ✓ Maintain professional relationships with clients

Requirements

- ✓ Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role
- ✓ Hands-on experience with Windows/Linux/Mac OS environments
- ✓ Thorough knowledge of MSSQL & MySQL databases with comprehensive scripting capabilities
- ✓ Good understanding of computer systems, mobile devices and other tech products
- ✓ Ability to diagnose and troubleshoot basic technical issues
- ✓ Familiarity with remote desktop applications and help desk software (eg. Salesforce)
- ✓ Excellent problem-solving and communication skills
- ✓ Fluent in English
- ✓ Ability to provide step-by-step technical help, both written and verbal
- ✓ Experience in Information Technology, Computer Science or relevant field

- ✓ Communicate software development requests to the Development Team
- ✓ Ultimately, you will be a person our customer's trust. They will rely on you to provide timely and accurate solutions to their technical problems.

Desirable

- ✓ Foreign languages. Ideally Spanish, however with a rapidly expanding global customer-base, we are open to any language.
- ✓ History of working in the food, pharmaceutical, chemical or plastic industries.
- ✓ Experience of working with Java, C# or other object orientated programming languages.
- ✓ We are open to providing employment directly for USA based applicants. If you are however located overseas, contract positions are also available.
- ✓ Experience of working with web-based technologies.
- ✓ Experience of working with Microsoft products such as Azure & Active Directory.
- ✓ Experience of working with data integration systems

Please submit your resume and letter of application to info@sgsystemsglobal.com, detailing your relevant experience, salary expectations and earliest available start date.

We look forward to hearing from you!