

## Technical Support Specialist – Madison / Milwaukee

We are looking for a professional, organized, productive, and experienced take-charge Technical Support Specialist with a great mix of technical skills and customer relationship skills. Patience, empathy and a client centric sense of urgency is the key to success.

This position requires a minimum of an Associate's Degree in computer technology, a minimum of 3 years of experience supporting client needs, through both in-bound and out-bound contact. Must demonstrate a high level of dedication to the support and care of clients, as well as being able to quickly analyze issues and develop appropriate resolutions in a timely manner. Sense of Urgency is key to success in a fast-paced, technically-oriented environment. If you are interested in this position, email your cover letter and resume to Bill Prihoda at [bprihoda@pritongroup.com](mailto:bprihoda@pritongroup.com)

### Job Description

#### Overview:

The Technical Support Specialist is responsible for responding to and resolving customer requests for assistance with technical, use and learning issues related to their solution.

#### Responsibilities:

- Answer inbound phone calls and emails from customers requesting assistance with our solutions
- Interact with customer and understand needs; provide proactive and reactive suggestions, as well as providing answers to improve customer satisfaction
- Troubleshoot and resolve issues utilizing our solutions, utilities and support processes with assistance and direct oversight from team members; learn best practices for problem resolution
- Assist customers with issues arising from product upgrades, installations, and configurations
- Be an advocate for customer requests; maintain ownership of request and follow through consistently with resolution
- Provide regular and frequent communication to customer; ensure customer is fully advised as to the progress or delay to the resolution of their issue
- Compose internal documentation that fully reflects all activity related to resolution of support request
- Compose Software Change Requests (SCR) based on customer issues or enhancement requests and submit to the support team and our solutions partners as appropriate
- Obtain a high degree of proficiency with all supported software and solutions

#### Qualifications:

- Associate's Degree in Computer Technology or a related field
- Experience in a customer service environment, with the ability to both resolve issues and educate the client so that they are able to gain additional proficiencies to avoid issues in the future.
- Microsoft Office proficient – Especially Word and Excel
- Able to thrive in a fast paced environment while projecting a calm and reassuring demeanor.
- Speak or write with ease, clarity and impact, using a communication style appropriate to the subject and the audience
- Excellent critical thinking and problem solving skills
- Organized and experienced at successfully multi-tasking
- Good collaborative skills, applied successfully within team as well as with other areas
- Sharp, fast learner with a technology curiosity and exceptional aptitude
- Demonstrated ability to use sound judgment and appropriately escalate issues for guidance and resolution
- Up to 20% travel required
- Or an equivalent combination of education and experience sufficient to successfully perform the principal duties of the job