



TECHNICAL SUPPORT SPECIALIST

The Technical Support Specialist handles customer issues involving all of The Howard Company's solutions. These issues may be complex involving application setup, administration and availability with a focus on Digital Media Players and Commercial Display Technologies, and wireless headset communications devices. The Support Specialist will work with his/her Support team members and other resources to identify and resolve more difficult issues with the digital signage applications in an effort to identify defects, develop application workarounds and resolve customer issues related to use. Issues will be entered in a call database and tracked through to resolution.

Job Duties:

- Handling incoming telephone calls and electronically reported issues from customers
- Accurately describing and maintaining status of each issue entered in a call tracking database
- Analyzing, testing and identifying software defects, administration issues and end user training issues, working directly with customers. Engage Howard Digital Services staff as appropriate to bring issues to resolution.
- Assisting in resolving application availability and performance issues.
- Conducting setup of new users of hosted service.
- Assisting in rolling out system updates, with participation in the change control process
- Developing knowledge of Digital Signage software products and new system updates, as they become available
- Tracking customer assets, and updates, in call tracking database.
- Ability to work an 8 to 9 hour shift on a rotating schedule.
- After-hours coverage for critical software issues as needed and participation in 24x7 on-call schedule
- Assist with the management and maintenance of various internal and externally facing Windows-based servers
- Properly manage customer expectations and customer relationships within the boundaries dictated by policy and process.
- Help maintain the FAQ database, and independently contribute to the knowledge base
- Assist with testing newly released software packages and updates.

Qualifications:

- Previous experience supplying customer support for an organization that delivered web-based enterprise applications, digital signage applications or content management systems.
- Excellent problem solving and troubleshooting skills.
- Ability to prioritize and assign or inherit tasks as they are reported to the help desk.
- Good oral and written communication skills.
- Implementation and/or end user experience with web applications.
- Basic Windows administration skills.
- Basic Network administration skills.
- Basic Database Administration Skills.
- Experience using a call tracking system.