

Technical Support (Plano, TX)

Date: 2011-05-10, 11:57AM CDT

Specific Responsibilities:

Serve as point person between clients and higher support levels.

Provide technical assistance on client specific issues, coordinate resolutions, offer educational assistance, provide status updates to the client, notify client of issue resolution and obtain client concurrence of acceptable solution.

Ability to collaborate with different teams to oblige client requests.

Initiate client issue tracking as well as maintain client correspondence and issue updates with the necessary tools available.

Escalate issues as needed to higher level support resources while remaining the client point of contact and manage the communications and expectations of the client.

Identify sales opportunities for upgrading client account offerings.

Application Knowledge:

SQL experience with queries, stored procedures, reporting services a must.

Vb Script, ASP.Net, MS SQL Server, Microsoft Word, Excel, Outlook

Requirements:

- * 2+ years experience in a technical customer service based environment
- * Must have solid technical knowledge and aptitude and some hands-on experience with computers including hardware, software, Internet, operating systems, networking and other computer related problems
- * Must have strong customer service skills and experience
- * Must have strong written and verbal communication skills
- * Technical degrees or certifications are a plus

Please email your resume to careers@dcsqglobal.com and salary requirements for consideration. Please put Technical Position in subject of email.

- Location: Plano, TX
- Compensation: based on level of experience
- PostingID: 2373024451