

JOB POSTING

November 26, 2019

Support Services Team Leader – EX18

Description: We are looking for a qualified Support Services Team Leader. You will be responsible for leading our technical support team to provide excellent customer service and assist in resolving technical issues.

As a Support Services Team Leader, you should have a solid technical background combined with customer service experience. A problem-solving attitude with an ability to motivate your team to achieve specific goals are essential skills to perform well in this position.

Position Description:

- Manage the Help Desk Team and evaluate performance.
- Ensure customer service is timely and accurate.
- Train and support Help Desk Technicians.
- Contribute to improving customer support by actively responding to queries and handling complaints.
- Maintain Help Desk software product with all hardware and software inventory.
- Recommend and establish best practices through the technical support process.
- Follow up with customers to identify areas of improvement.
- Provide customer feedback to the appropriate internal teams, like the network team and product developers.

Qualifications:

- Hands on experience with Help Desk and remote desktop control software.
- Solid technical background with an ability to give instructions to a non-technical audience.
- General understanding of common network topologies.
- Customer-service oriented with a problem-solving attitude.
- Advanced knowledge of current and past versions of the Microsoft Office Suite.
- Understanding of automation software installation procedures.
- Demonstrated analytical and problem solving skills.
- Excellent written and verbal communications skills
- Team management skills.

How to Apply: CONTACT MARK SCHUSTER, DIRECTOR HUMAN RESOURCES

MSCHUSTER@RURALINS.COM OR (608) 828-5404