



Job Description

Title: CSC Tier 1 Technician

Department: Operations

Reports To: CSC Supervisor

Position Description: To assist current customers, potential customers, and fellow employees in the development, sales, installation, and support of software and hardware products developed and marketed by Multi-Systems, Inc. and REMco. Proactively provides phone support for the diagnosing and resolving of computer software and hardware customer problems. Positively responds to customer service requests, inquiries and complaints working diligently to resolve and ensure maximum good will and meeting or exceeding customer expectations.

Duties and Responsibilities:

90% Customer Support

- Assist property personnel and fellow employees with technical support/product information issues in a professional, courteous and timely manner.
- Assist with installing and configuring various hardware/software interfaces with property staff and/or assist their vendors as needed.
- Maintain detailed and up-to-date notes on all customer tickets and assigned in-house projects, as well as accurately accounting for all time spent on customer tickets and assigned in-house projects.
- Assist with development and “Beta-testing” of new features, interfaces, and products from MSI/REMco Software as directed by supervision.
- Have a working knowledge of all subjects listed on the employee knowledge list and voluntarily seek additional training and information on unfamiliar subjects.
- Act as liaison between MSI and property staff.
- Maintain willingness and ability to work any and all shifts as posted on the schedule.
- Promote MSI/REMco Software and its products and employees to co-workers and the general public.
- Answers technical support related questions and resolves technical problems using in-house computers, company software, in-house knowledge base, and third party connection software.
- Creates trouble tickets and documents resolution steps in the ticket.
- Determines if trouble ticket is billable or non-billable based on company policies and procedures.
- Answer and troubleshoot calls from all customer queues.
- Seek assistance from Tier 2 and Tier 3 technicians through instant messaging and email services.
- Escalate issues by communicating escalation need through supervisor on duty and or next level of support in a timely manner to ensure expedient and complete solutions for MSI’s customers.
- In addition to issues received directly from customer via the phone queues, technicians will receive assignments from supervisor on duty.

10 % Organizational Support

- Maintain company property as assigned and report abuse or neglect of company property or policies to management as soon as possible.
- Maintain a clean and tidy work environment
- Follow all policies and procedures as outlined in the “Employee Handbook” and adapt to all new policies/procedures as outlined in meetings, memos, electronic mail or other media.
- Other tasks as assigned by MSI management.

Knowledge, Skills, and Abilities:

- Ability to accurately deal with difficult dictation.
- Basic computer knowledge, to include software and hardware.
- Basic accounting knowledge.
- 1 year customer service experience in a technical or problem resolution related field.
- Ability to work in a team environment or as an individual in high stress, high volume situations.

Additional Desirable Qualifications:

- 1-year basic accounting courses.
- Thorough knowledge of Microsoft operating systems.
- Basic knowledge of SQL.
- Basic networking skills.
- 2 years customer support call center experience.
- 2-year degree in computer science.