

Technical Support

This position provides technical support to CyntrX users/customers by researching and answering questions, prioritizing and documenting details of open cases/problems.

Functions:

- Deliver service and support to end-users
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Diagnose and resolve technical hardware and software issues
- Research required information using available resources
- Follow standard processes and procedures
- Identify and escalate priority issues to your manager
- Accurately process and record call transactions using Sales Force
- Follow up and make scheduled call backs to customers where necessary
- Stay current with system information, changes and updates

Skill and Knowledge Qualifications:

- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Proficiency in typing and grammar
- Knowledge of customer service principles and practices
- Effective listening skills
- Willingness to co-operate with others and work as a team
- Multi-tasking capabilities

Competencies:

- Exemplary Attendance and Punctuality
- Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures
- Clearly convey and receive information and ideas
- Build and maintain an excellent relationship with colleagues and customers
- Anticipate and/or recognize problems and react quickly and effectively to resolve them
- Be empathetic to others' views and needs
- Use appropriate interpersonal styles and methods to reduce tension or conflict
- Establish proper courses of action to ensure that work is completed efficiently and on time/within proper time limits
- Initiate and stimulate cooperation within a team