



TACIT LLC
information technology consultants
Quietly Professional

Title: Technical Support Engineer	Location: Green Bay, WI
Type: Direct Hire – Full Time, Benefits	Industry: IT Managed Services

Description

Seeking a genuine and approachable person with a proven track record of providing exceptional customer service. The Technical Support Engineer is responsible for providing on-going support of various server, networking, desktop, printer and peripheral issues as needed by the client. This work is initiated inhouse, remote, or via phone support. This position is also responsible for the design, development, implementation, and analysis of technical products and systems, including documentation and user training.

Job Duties

- First/Secondary contact for service request whether initiated by phone, email or automated process. Will handle tickets escalated from Tier 1 support.
- Works with and assists Technical Support Engineers by providing computer software and hardware support for various clients in-house, remotely, via phone support, as it relates to desktops, printers and peripherals. Advanced server maintenance and support.
- Provides training to clients over the phone on how to use new or modified equipment, to maximize the value the client receives from our service and the technologies they purchase.
- Prepares work product documentation, checklists, training materials and standard documents to ensure a high-quality of service delivery.
- Thoroughly tests all work, and ensures that the client's business systems are fully functional and meet the client's business needs.
- Identifies areas for product improvement or needs for new products and submits information to the manager. This includes searching out new opportunities with existing or new clients or internally.
- Fosters and maintains professional relationships with clients and fellow workers to meet or exceed our expected customer service commitment.
- Continually improves technology and professional skills. Adapts and quickly learns new technologies and products.
- Contacts vendors for technical support and parts procurement both electronically and by telephone.
- Schedules and coordinates appointments with vendors and customers.
- Participate in rotating on-call schedule.

Requirements

Personal Attributes

- Excellent verbal and written communication skills; Strong interpersonal skills and customer service orientation. (cont'd on next page)

To inquire about this position, please send an email with your contact information to contact@tacitLLC.com. Or call Joe Rosenfield directly at 920.437.4391.

- Works collaboratively in a team environment with a spirit of cooperation.
- Highly motivated self-starter who constantly strives to be an expert in the field.
- Takes ownership of issues.
- Logical and efficient, with keen attention to detail, accuracy, and follow-up.
- "Grit"- Candidate must embody perseverance and resourcefulness when faced with challenges.

Technical Experience/Skills

Applications	Microsoft Office
Operating Systems	Windows/Mac Desktops and Servers, Android/IOS Mobile
Cloud Solutions	Office 365, Azure
Virtualization	VMWare, Hyper-V
On-Premise Solutions	MS Exchange, Active Directory, Remote Desktop Services, DHCP, DNS
Networking	Firewall, Switching, Wireless, VLAN, VOIP

Additional Qualifications

- Four-year college degree or Associate's degree in related field plus 2 to 3 years related experience and/or training; or equivalent combination of education and experience.
- A+ and Network+ certifications preferred.
- Must hold a valid driver's license with no restrictions and possess reliable transportation.
- Ability to lift standard computer equipment (PC's, printers and monitors).