

Standard Position Description



Support Associate

Reporting

Support Supervisor or Local Market Management

General Description

As a Peak 10 Support Analyst you will be the first point of contact for our customers needing support for the products and service provided by Peak 10. You will be responsible for tracking and communicating the status of support requests and issues. You will also be responsible for monitoring the delivery and quality of several products through various tools.

Peak 10 Support is staffed 24 hours a day, 7 days a week to include weekends and holidays. Associates will work various shifts which will change on a periodic basis.

Key Responsibilities

- Respond to requests for assistance from customers experiencing problems with Peak 10 Solutions via telephone or electronically.
- Document customer's problems as required in the service request system and provide appropriate details/information.
- Resolve customer issues independently while using product knowledge, manuals, internal resources and test systems.
- Escalate calls to appropriate teams and individuals if resolution is not imminent.
- Be accountable for the resolution of support issues by monitoring a trouble tickets progress.
- Be an advocate for customers by maintaining a proactive approach with clients
- Provide feedback on products and/or processes.
- Produce technical bulletins and related documents to share knowledge with internal staff and external customers.
- Learn new products and tools and share knowledge with others within the team.
- Assist with testing of new software versions when requested.
- Work with clients in a professional, courteous manner to promote customer satisfaction.
- Pursue, request and attend training classes to increase knowledge level in related fields.
- Increase productivity by continued improvement in efficient troubleshooting methods.
- Assist team members as needed
- Acknowledge alerts generated by the physical/environmental, network, and server management systems.
- Respond to events according the appropriate response protocol or as instructed
- Monitor video surveillance feeds from multiple data centers
- Monitor physical access logs from multiple data centers
- Communicate the status of support requests and issues to the appropriate parties
- Other duties as assigned

Requirements

- A 4 year degree, Technical Certification or equivalent work experience.
- Microsoft Certified Professional (or higher) certification.
- Communication and customer service skills, both orally and written
- Analytical and troubleshooting skills
- Ability to effectively handle multiple tasks
- Ability to work under the stressful conditions caused by fast paced environment
- Ability to effectively function in a team oriented environment
- Experience in customer service environment or call center
- The ability to make decisions and judgments based a choice of standard procedures
- Demonstrate proficiency in operating a personal computer
- Proficiency using common software programs like Microsoft Word, Outlook, Excel, etc.
- Analytical ability to prioritize assigned tasks and determine when to escalate issues based upon severity level
- Possess analytical problem solving, decision making, and judgment skills
- Basic understanding of networking, server administration, and the Internet
- The ability to analyze problems and make decisions and judgments based on precedent

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.