

Application Support Technician

Company is the developer of a unique solution to help protect critical infrastructure and lives at airports, seaports, passenger rail, utilities, and other facilities with expansive or geographically distributed operations.

Job Description:

Provide technical service support of the company's software application. Configure and commission software and participate in all aspects of customer support from inbound phone calls to field service. This position is located in our North Phoenix, Arizona office. This is an excellent opportunity for an energetic, results-oriented achiever to be involved with a rapidly-growing technology company in a major market sector.

Key Responsibilities:

- Become an expert with company's software; able to provide world-class support
- Provide technical phone support
- Install (software) and configure systems at customer sites
- Provide on-site technical support and training
- Execute production quality test and package/ship customer orders
- Document installation procedures and tasks
- Internal IT infrastructure maintenance and operation

Major Skills:

- Microsoft Windows 2003/2000 Server and Windows XP Operating Systems
- Microsoft IIS and SQL Server
- Networking, Serial Communications and General Troubleshooting

Requirements:

- Only highly motivated and results oriented individuals, willing to put in whatever time is necessary to be a market leader need apply.
- Must be an excellent team player; able to communicate concepts and ideas both orally and in written form.
- Must have valid driver's license.
- Must be willing to travel out of state.
- Must have excellent time management skills and be able to prioritize tasks.
- Must have excellent interpersonal and communication skills.
- Desire to provide world-class customer support.
- Experience administering, configuring and performing hands-on troubleshooting of Windows 2003/2000 Server and Windows XP Intel based computer systems is required.
- A technical degree in Information Systems or Electronics is preferred.