

## **Digital Solutions Inc**

**Position Title:** Support Technician II

**Hiring Manager:** Charles Reeves

**Position Status:** Permanent, Full-Time

**Specific Responsibilities:** Answers, document, and prioritizes incoming telephone, voice mail, e-mail, and Fax requests from customers.  
Handles problem/incident recognition, research, resolution, and follow-up for documented tickets. Logs and tracks calls using problem management database, maintains history of related problems and resolutions. Design custom reports for customers, and scripts where necessary to resolve customer requests or problems. Perform Installs and upgrades of our applications both, remotely and on-site.

**Required Skills and Qualifications:** Able , and willing to travel by air and land. Prefer experience with Microsoft OS, TCP/IP Networks, and SQL language databases. Good oral and written communication skills, and an aptitude for problem solving. Can organize, categorize, and interpret ambiguous information transforming it into facts and problem statements. Skilled at problem and decision analysis, and can work in a structured environment based on processes and priorities.

**Education:** Associate's Degree in Technology, or Computer Science. Or equivalent from two-year College or technical school, or One to three years related experience.

**Candidate Identified:** NO