



Technical Support Specialist

The **Technical Support Specialist** will be involved in the day-to-day operations of the technical computer support, providing Tier I support which includes identifying and resolving customer's technical issues in a timely and appropriate manner. **The Technical Support Specialist** delivers a high level of customer service and satisfaction, works well in a team environment, and can effectively prioritize and balance a demanding workload.

Duties and Responsibilities:

- Support industry leading software used within the company via phone, email, web and remote access.
- Respond promptly to customer needs.
- Solicit customer feedback to improve service and support.
- Gather and analyze information skillfully regarding the technical issues.
- Develop alternative solutions; work well in group problem solving situations. Support servers for Windows Server 2008, 2012, 2016 and desktops, 8.1 Professional and Windows 10.
- Collaborate with IT vendors to solve technical problems efficiently.
- Communicate changes and progress as well as complete projects on time and budget.
- Follow policies and procedures; complete administrative tasks correctly and on time.
- Support the organization's goals and values.

JOB REQUIREMENTS

Skills and Qualifications:

- College diploma or university degree in a technical field or equivalent from two-year College or technical school. Bachelor's degree preferred.
- Strong experience with Microsoft Office 365 and Azure.
- Prefer a **MCP, MCSA or MCTS certification** and **A+**. **Network+ certification** is an asset.
- Experience with a 24x7 Support Operation and Level II, III support preferred.
- Above average ability to interpret, analyze, troubleshoot and resolve technical problems.
- Must possess excellent communication skills including verbal, written, and telephone etiquette.
- Strong working knowledge of Windows 8 Pro **and Windows 10 Pro desktop support** and maintenance as well as knowledge of Windows Server 2003/2008/2012.
- Hardware experience with servers and workstations is required.

- Experience supporting enterprise network infrastructure, Microsoft Active Directory, TCP/IP, DNS, DHCP, WINS, configuring and maintaining anti-virus software, Windows Updates, IIS, Terminal Services.
- Proficient with MS Office applications including: Word, Excel, Outlook and PowerPoint.
- Familiarity with database software such as Access, SQL Server or MySQL a plus.
- Experience with Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) software or any proprietary software product is a plus.

DRI Capital is an equal opportunity employer and we welcome all qualified candidates to apply for this role. To apply, please submit a resume and cover letter to careers@dricapital.com, citing the position title in the subject line. We thank all applicants for their response, however, only those considered for an interview will be contacted.