JOB TITLE:	REPORTS TO:	FLSA STATUS:	LOCATION:
Technical Support	Director, Technical Support	Full Time	Poulsbo, WA

We are currently seeking <u>Technical Support Specialist</u> whose primary purpose is to provide friendly customer support to resolve and remedy technical hardware and software matters relative to AzimaDLI products and services.

An individual who must work efficiently on multiple tasks and have a strong ability to understand complex situations, to clearly communicate customer needs and create a resolution. Must be able to work positively under challenging customer situations and manage expectations while working towards solutions. Tasks will also include issuance and tracking of Return Merchandise Authorizations (RMA), distribution of service bulletins, database entry of customer registration information, knowledge base article development, and testing new products.

This position will also work with customer's IT departments and networks. An IT background and knowledge is essential to the success of the candidate.

ESSENTIAL JOB FUNCTIONS:
- Interface with customer personnel to ensure high customer satisfaction
- Assist customers via telephone, email, web conference, chat and remote connections
- Identify, troubleshoot, resolve technical hardware and software matters, and recognize when to elevate technical cases to Tier 2 and 3 Technical Support piers
- Update and document customer case status, dialogue, RMA's, order tracking, and case closure, within SalesForce and ZenDesk
- Interface with internal organizations: Manufacturing, Sales, QA, and Operations
- Ability to multi-task and prioritize caseloads
- Ability to work in a team environment

OTHER JOB FUNCTIONS:
- Perform software hardware updates on AzimaDLI devices in conjunction with warranties and service programs
- Assist with Quality Assurance (QA) in tracking and reporting of repeat technical issues
- Develop knowledge base articles (Application Notes)
- Future potential for travel up to 10% - 20% of the time
- Perform miscellaneous in-house and field engineering services.

SKILL REQUIREMENTS:
- Outstanding communication and interpersonal skills and customer-focused with a flexible, positive attitude
- Excellent computer skills on Microsoft platforms, and Microsoft software suites
- Troubleshooting skills, ability to develop logical test conditions
- Fundamental knowledge of computer networking, TCP / IP configurations, common firewall ports, and general Microsoft windows security settings
- Desired fluency in a foreign language a plus, both written and verbal

EXPERIENCE/EDUCATIONAL:
- Associate's degree desired or 3-5 years of customer support experience, preferably in a technical industry.
- A+, N+ or MCP Certifications desired, but not required
- Experience using PdM diagnostic tools (DLI and CSi Hardware and Software experience desired).
- Must possess a valid driver's license, US citizen