

## TECHNICAL SUPPORT REPRESENTATIVE

As our Technician Support Representative, you are responsible for answering and resolving technical support calls from customers and partners via telephone and web conferencing across the globe. This position will resolve basic technical and training issues relating to the software. With your expertise and willingness to find the best solution to any technical problem, you provide our customers with a high level of valuable technical support reminding them with each call why they continue to do business with S4i Systems, Inc.

### **RESPONSIBILITIES:**

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- Resolving basic technical issues by successfully answering and resolving incoming technical support and product training questions through email, phone or web conferencing.
- Recording all calls in our support tracking software, TRAC.
- Escalating and tracking technical issues as necessary to appropriate level II Technicians or product development staff.
- Engaging and tracking issues with the technical staff of our business partners where appropriate.
- Provide feedback to improve the technical operations and functionality of our products.
- Maintain the sales demonstration environment.
- Improve the technical accuracy and effectiveness for which all support calls are handled.
- Facilitate technical and user product testing of fixes and releases.

### **QUALIFICATIONS:**

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- Two or more years' experience in helpdesk or technical support environment.
- At least three years of IBM System i/iSeries technical support experience.
- Basic technical knowledge of Windows server.
- Basic network knowledge and troubleshooting skills.
- Willingness to work as part of a team and contribute to the success of the group.
- Demonstrated ability to identify and understand issues and resolve customer inquiries and develop appropriate solutions quickly and effectively.
- Superior interpersonal and oral/written communication skills with the ability to relate well and cooperate with others to effectively coordinate activities and accomplish goals.
- Ability to manage call volume and effectively follow-up on all outstanding issues and questions.
- Demonstrated ability to effectively take action to solve problems while exhibiting sound judgment and successful stress tolerance.
- Excellent organizational skills, including the ability to work effectively under pressure and deal with multiple priorities.
- Demonstrated ability to act independently upon information and make decisions that achieve optimal results.
- Results-oriented to ensure delivery of appropriate product, service, or solution in an accurate, complete, and timely fashion.

### **EDUCATION/EXPERIENCE:**

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- Bachelor's Degree in Information Systems or Computer Science.
- Windows security and Active Directory.
- Application server (i.e. Tomcat or Websphere).
- FTP, remote access, Linux/Unix.
- Experience with Kofax Capture, scripting, BizFlow or Planet Press a definite plus.

This position is located in San Clemente, CA. Please indicate your interest in this position by forwarding sending us an email/cover letter and resume at [sstates@s4isystems.com](mailto:sstates@s4isystems.com) or [spencer@s4isystems.com](mailto:spencer@s4isystems.com).