

Job Description

Title: **Product Support Technician**
Department: **Customer Service**
Revised: **August 2006**

Objective

This position provides product support by phone to customers on all aspects of the Liberation 6000 product line and all companion products.

Reporting Relationship

This position reports directly to the Customer Service Manager.

Essential Responsibilities

Provides technical software support to customers, answering questions and resolving issues promptly and accurately on the following areas:

- Client and Server hardware
- Windows Operating system
- Microsoft SQL server database
- Intel Computer Telephony boards and software
- Liberation 6000 system software, Liberation 6000 application software
- Digital Voice Recording hardware and software
- Researches answers for more complicated software related issues
- Follows up with customer regarding solutions and progress
- Enters and document customer issues and steps to resolution in Ticket Tracking system

Required Qualifications

- Windows 2000/XP
- Working knowledge of a variety of computer hardware, software and network systems
- Ability to communicate effectively, verbal and written
- Ability to analyze issues and solve problems using the phone
- Efficient in computer operations and troubleshooting
- Ability to manage multiple projects and ability to adapt quickly to changes
- Ability to work after hours and weekends
- Microsoft SQL
- Able to create and understand Select, Insert, Delete, and Update statements
- Comfortable with Enterprise Manager and Query Analyzer
- Understand and able to make changes to data in a flat file format
- Good understanding of DTS packages
- Able to create and troubleshoot SQL jobs, knowledge of basic backup options in SQL
- Education: Associates degree in computer science, or work related equivalent
- Experience: One to two years related work
- Must live within daily commutable distance to North Scottsdale, AZ

Other Requirements

This position may require a rotating schedule and requires regular on-call hours and some travel

Supervisory Responsibilities

None

Compensation

- Salary will be determined based upon skill and experience
- Full time, exempt position; eligible for group benefits

The above statements are intended to describe the general nature of work assigned to this job. This is not intended to be an exhaustive list of all responsibilities, duties and requirements.