

Technical Service Representative Entry Level Position - Riverside, CA

COMPANY

Acorn Technology Services is a provider of Managed Information Technology Services ("MITS"). We believe that all businesses, regardless of size and industry, are increasingly dependent on information technology, but find the understanding and management of IT to be a distraction from the activities that are essential to their success. Acorn Technology Services offers high quality, reasonably priced, dependable IT solutions, thereby allowing its customers to focus on their core competencies.

GENERAL PURPOSE OF THE POSITION

This position is part of the 24-7 Helpdesk Support team and responds to telephone calls and email requests for technical support and accurately document the issue and resolution within our ticketing system. Ability to identify, research, and resolve technical issues while providing excellent customer service. Technical knowledge or ability to find answers is required.

DUTIES

- Provide outstanding service to new and existing customers via telephone and email.
- Assist customers in troubleshooting technical problems. Document and respond to customer issues.
- Assist in configuring new hardware and troubleshooting existing.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required. College coursework or technical training is a plus. Applicable work experience may be substituted for education.
- Call center and helpdesk related experience is a plus.
- Strong Microsoft troubleshooting experience helpful.
- Basic technical or troubleshooting knowledge and excellent customer service skills.

KNOWLEDGE, SKILLS AND ABILITIES

- The desire for and ability to learn new skills.
- Ability to work independently and as a team is critical in this position.
- Professional telephone and communication skills required.
- Basic technical and troubleshooting knowledge and good customer service skills.
- Ability to manage multiple tasks.
- Ability to set priorities and solve problems.
- Working knowledge in Office applications including Outlook, Word, and Excel.
- Experienced in using Internet Explorer, Mozilla Firefox, Microsoft Outlook/Outlook Express and other internet applications.
- Knowledge of Windows Server 2012+, Microsoft Exchange 2013+ and Microsoft Active Directory a plus.

OPENINGS

Part-time positions available now, with opportunities for advancement. Will require working evenings and weekends. Open until filled. Applicants are subject to a background check.

COMPENSATION

\$15.50/hour

CONTACT INFORMATION

Principals only. Recruiters, please don't contact this job poster. E-mail resumes to careers@acorntechservices.com -please attach to the email as a PDF or a MS Word document; links are not acceptable. Please reference tracking code 4806123 in your email communication; failure to do so will result in your application not being processed.