



Job Description
Inside Tech Admin

Job Title:	Inside Tech Admin	Status:	Full Time
Supervisor:	Joe House	Classification:	Non-Exempt
Department:	Tech Services	Department No:	

POSITION SUMMARY

Under the direct supervision of the Technical Director this position provides administrative support for the Technical Services Department. In addition to heavy excel use, typing, and scheduling, also performs duties such as record keeping and working on special projects. Deals with a diverse group of internal and external contacts at all levels of the organization. Independent judgment is required to plan, prioritize and organize diversified workload.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Serves as an equipment and software customer contact to ensure proper service and retention of customer’s on-going business.
- Coordinates retention efforts with software to maintain a high level of customer satisfaction including follow-up calls and personal thank you notes, etc. and to turn the satisfied customer into a loyal customer.
- Deliver service and support to tech dept using and operating company software
- Gather customer’s information and determine the issue by evaluating and analyzing the symptoms;
- Research required information using available resources;
- Follow standard processes and procedures;
- Identify and escalate priority issues per company procedures and specifications;
- Redirect problems to appropriate resource;
- Accurately process and record call transactions using company software;
- Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business;
- Organize ideas and communicate oral messages appropriate to listeners and situations;
- Follow up and make scheduled call backs to customers where necessary;
- Stay current with system information, changes and updates



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Skills and Competencies

- Proven strong computer aptitude in a Windows environment with advanced skills in Excel
- Excellent organizational skills
- Proven ability to prioritize heavy work volume and work in fast paced environment
- Must type a minimum of 45 wpm
- Technical Capacity
- Personal Effectiveness/Credibility
- Problem Solving and Critical Thinking Skills
- Communication Proficiency
- Team Player
- Flexibility

Education and/or Experience

- High school diploma. 1-2 years Technical experience. 3-5 years minimum administrative experience.
- Prior experience in dispatch services, billing, high volume email and phone calls support
- Associate's degree preferred

BENEFITS

Full-time employees are eligible for Medical, Dental, Vision, Life Insurance, Flex Plan and LTD after successful completion of 60 DAYS. PTO benefit accrual at 90 days.

Full-time and Part-time employees are eligible for the 401k Plan after 1 year of employment or 1,000 hours.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER