

Technical Support Associate

Wage information:	DOE
Reports to:	Technical Support Manager
Education:	Some college preferred but not required
Experience:	2-3 years similar experience preferred but not required
Location:	South Salt Lake, UT - No remote office option available
Required travel:	None
Date:	Immediately
Correspondence:	E-mail careers@monnit.com only. NO CALLS OR DROP-INS accepted.
Schedule:	Full Time, Monday – Friday 8:00am – 5:00pm
Job Description	

Summary/Objective

The technical support associate responds to telephone, written, or Internet-based inquiries of both basic and complex technical nature supporting the company's wireless hardware and software products. Associate will be working directly with company's direct customers and various partners (OEM, VAR, SI). Analyzes both routine and non-routine problems with wireless equipment, software applications, and network performance to identify problem root cause and recommend corrective action.

Many support calls are routine but some may require deviation from traditional answers. Recommends solutions to customer questions which may require follow-up or escalation to a higher level of expertise. Handles situations which require adaptation of response or research according to unique customer situations. May orient, train, and support other Monnit employees. Maintains log of problems so recurring problems can be reported to both hardware and software engineering departments.

Job Responsibilities

- Take support calls, online chats from customers (often times multi-tasking)
- Responding to customer questions via email and ticketing system
- Following trouble shooting steps with customers to determine issues
- Updating customer accounts
- Explaining and support features about software
- Troubleshooting network issues as it pertains to specific Monnit products
- Escalating customer's issues to engineering as needed
- Write support articles as required

Skills/Qualifications

- Maintain a clean, courteous and professional demeanor
- Physically able to sit long hours in front of a computer taking phone calls
- Have great communication skills both written and verbal, and can read and write the English language well
- Have a high level of knowledge working with computers, routers, switches and cellular network
- Possess a good understanding of networking and internet addressing.
- A basic understanding of how radio frequencies work
- Have a minimum of two years previous customer service experience
- Previous call center experience, preferably in a technical support capacity
- Proficiency in typing at least 30WPM is required (you will be required to take a typing test)
- Ability to navigate software applications and operating systems
- Provide exceptional customer service
- Integrity, honesty and punctuality are expected
- Highly driven with an execution focus and strong sense of urgency

Tools Knowledge

On the job training will be provided.



Should be proficient with MS Office products (Excel, Word, PowerPoint, Outlook) and operating systems, shipping program experience such as FedEx, UPS and USPS online is beneficial but not required. Knowledge of CRMs is useful (Sales Force knowledge a plus) but not required.