



Technical Support Specialist

SGI Matrix, LLC is seeking Technical Support Specialist responsible for providing excellent customer service to internal and external customers. The Technical Support Specialist will create and maintain service cases, research and resolve first level access control and video software and hardware related questions, and follow up to ensure service was completed to customer's satisfaction. Applicant should be prepared to complete a background check, provide legal documentation to work in the United States, and be able to work 40 hours per week minimum.

Location

- Miamisburg, Ohio

What we are looking for

- 2 years Customer Service experience
- Excellent phone skills
- Customer Focus
- Strong verbal and written communication skills
- Proficiency in MS Office and ERP systems
- Ability to multi-task, prioritize, and manage time effectively
- Effective problem-solving skills
- Self-starter
- Team player

What you'll be doing

- Identifies customers' request via phone or email
- Understands question/problem and identifies responsible party
- Creates service cases and work orders
- Researches and provides accurate and complete information by using the provided methods/tools
- Assists with service case scheduling as requested
- Follows up with internal and external customers
- Updates cases with information and parts requirements
- Maintains customer records by updating account and case information
- Conducts satisfaction surveys and provides feedback to internal departments
- Customer training, as assigned
- On-call rotation, as assigned
- Other duties as assigned

What makes you special

- Customer Support experience in access control, networking, or other IT related fields
- Critical thinking skills

For consideration, please submit your resume with salary requirements to hr@matrixsys.com and reference "Technical Support Specialist" in the subject line.

We are an Equal Opportunity Employer.