

TECHNICAL SERVICE REPRESENTATIVE I – RIVERSIDE, CA

COMPANY

Located in Riverside Business Technology Park, Riverside, California, **Acorn Technology Corporation** is a provider of Managed Information Technology Services (“MITS”) to the Inland Empire business community. We believe that all businesses, regardless of size, 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 Corporation offers high quality, reasonably priced, dependable IT solutions, thereby allowing its customers to focus on their core competencies.

With Acorn Technology Corporation’s integrated IT solutions and custom-tailored hardware and software systems, our customers can quickly achieve their ideal IT infrastructure without the costs of an “in-house” IT department.

GENERAL PURPOSE OF THE POSITION

This position is part of the Tier I team and is responsible for supporting our customers’ needs including, but not limited to, troubleshooting hardware, software and network related issues.

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.
- Diagnose, resolve, and escalate critical technical issues to Tier II and Senior System Administration Staff.

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.

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.
- Have strong Windows and/or Macintosh OS experience.
- Working knowledge in office applications including Microsoft Word and Excel.
- Experienced in using Internet Explorer, Mozilla Firefox, Microsoft Outlook/Outlook Express and other internet applications.
- Knowledge of Windows Server 2003, Microsoft Exchange 2003 and Microsoft Active Directory a plus.

Openings: Full-time and part-time positions available now, with opportunities for advancement. May require working evenings and weekends.

Compensation: Competitive salary and benefits available.