



Technical Support Specialist

Remote or Tuscaloosa, AL • Full Time • Exempt

Our growing software technology firm is searching for a Technical Support Specialist to assist with general helpdesk technical support for our products and in-house technical support.

The Technical Support Specialist is responsible for the support of hardware and general network troubleshooting for clients and their technicians. Client interaction would be via phone, email, chat, and/or through help desk tickets.

What we look for

Individuals with strong technical capabilities and a well understanding of various equipment and program knowledge. Someone who is client-focused and can provide high-level customer support while communicating proficiently, both verbal and written. Must also be skilled in problem-solving, research, and attention to detail.

To qualify, you must have

- High School Diploma or GED
- Minimum of 2 years of IT experience
- Previous customer service experience

What working at RFMS offers

We offer the opportunity to develop new skills and progress your career within the software industry. In addition, we offer competitive benefits packages that consist of:

- Health Care Plan (Medical, Dental, Vision)
- 401k Plan (Traditional & Roth) – we match \$1 for \$1 on first 3% deferred and \$0.50 for each \$1 on next 2% deferred!
- Company-Paid Life Insurance Policy
- Flexible Spending Accounts
- Paid Time Off
- Tuition Reimbursement Program

About Us

RFMS is the leading software development company focused on providing modern-day technological solutions to the floor covering industry. We have over 35 years of experience streamlining flooring businesses and making owners more profitable. The RFMS Team consists of over 100 team members operating out of our Corporate Office location in Tuscaloosa, Alabama, and various remote locations throughout the US, as well as the RFMS Australasia office in New Zealand.