



**Job Title:** Technical Support Specialist, RFMS

**Location:** Remote, US EST or CST required

**Contract:** Permanent, Full Time

### **About Us:**

RFMS (a Cyncly Company) 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.

Cyncly was created in September of 2022 as the new brand to unite Compusoft, 2020 and their affiliate companies after the two companies merged in 2021. The combined group created a global software powerhouse with more than 2,300 employees and 70,000+ customers across 100+ countries.

### **Position Summary:**

The Technical Support Specialist is responsible for frontline support for hardware and general network troubleshooting for clients and their technicians, as well as assist our Migration Team with Pre and Post Migration Follow-Up calls and serves as back-up to general issues for internal employees.

### **Essential Functions:**

- Manage technical support and personal queue
- Understand hardware and network requirements for all programs and services utilized by RFMS
- Troubleshoot and problem-solve issues related to Server, Workstation, Networking, Backups and SQL
- Initiate and receive customer interaction - analyze the situation using questions and other diagnostic means and provide a workable solution to correct the issue

- Relay messages sent to or received from customers in a timely manner
- Relay requests for assistance that are outside the scope of the Help Desk to the appropriate group
- Maintain records of calls, correspondence etc. received and responded to using Zendesk
- Stay informed of all system framework changes impacting the RFMS software programs and its operation and setup
- Responsible for your personal continuing education within the RFMS suite of products, as well as general applicable technology
- Contribute to the unity, organization and team atmosphere of the entire IT team
- Work in harmony with all RFMS guidelines and policies
- Must use the latest technology/software that the company requires
- Must be able to read, write and understand English
- Employee must adhere to all rules and regulations the company, city, county, state or federal government requires
- Willingness to take on other responsibilities and assignments as required
- This position requires self-discipline in meeting deadlines, excellent time management skills are required
- Willingness to learn the RFMS Software as it pertains to the Technical and Migration Field

### **Competencies:**

- Excellent computer skills
- Customer service oriented
- Clear communicator (written and verbal)
- Willingness to learn new programs
- Good Judgement
- Problem solving
- Attention to detail
- Patient

**Required Education and Experience:**

- High School Diploma
- Minimum of 2 years IT Support experience

**Preferred Experience and Additional Skills:**

- Bachelor/Technical degree in IT related field
- Proficiency with SQL Server: Installation, Configuration, Backups, Restores, and Backup Verifications
- Ability to read Technical Documents, Manuals, and Guidelines; Comprehend and Follow Accordingly
- Ability to write technical articles for inclusion in system knowledge base. Writing must be clear, grammatically correct and relevant
- Knowledge of the following: Remote Connectivity (Remote Desktop), SAN and NAS Networks, Domain Controllers, Backup Solutions, Services Installation/Removal, User Roles and Folder and User Permission Setting
- Experience with networking (workstations, servers and printers). As well as the ability to map network drives/printers and modify host files
- Install, Configure, Troubleshoot and Repair Network, software, workstation and printer issues
- Proficient with both Hardware and Software Installation
- Proficiency with the following Operating Systems: Server 2016, 2019, 2022, Windows 10 and Windows 11
- Efficient in the following are beneficial: Firewalls, Routers, Virus and Adware Protection
- Outstanding customer service skills and the ability to communicate effectively in a variety of support venues such as telephone, remote assistance, email and chat support
- Ability to diffuse tense situations and reflect a calm, professional manner
- Ability to accurately and quickly log customer activity and case resolution in our systems
- Proficiency in using common PC-based software application including Microsoft Office tools such as Excel and web-based applications
- Good organizational skills and attention to detail, enthusiasm, creativity, and maturity



- Must have strong troubleshooting skills, general IT knowledge, strong communication skills and excellent documentation skills

### **Working For Us:**

At Cyncly, we're a global family that collaborates with humility and respect for one another. With more than 2,300 employees around the world, we not only recognize our diverse perspectives, but we also champion our different outlooks and firmly believe it to be what makes us better together.

You can expect to work in a supportive and nurturing environment, with experts in their fields who strive for quality and excellence without compromising others. We also believe in a flexible and autonomous working environment, focused on the continual growth of our employees. Diversity of experience and skills combined with passion is a key to innovation and brilliance, so we encourage applicants from all backgrounds to apply to our roles.

That's who we are: A team that recognizes our strength is in working together to not only get things done, but also lead the industry with a bold approach that's dedicated to making our customers better. Come join us.