



## Technical Support Specialist

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.

### **Summary/Objective**

The Technical Support Specialist is responsible for support of hardware and general network troubleshooting for clients and their technicians. This position also assists IT Manager and System Administrator on in-house technical needs.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Timely management of all Zendesk Support queues (i.e. Support and Personal). All queues should be reviewed frequently throughout the day.
2. Understand hardware and network requirements for all programs and services utilized by these products.
3. Troubleshoot and problem-solve issues related to install/setup of application services and core RFMS system.
4. Initiate and receive customer interaction in a prompt and friendly manner.
5. Analyze client needs using questions and other diagnostic means to provide a solution for their issue.
6. Coordinate requests for assistance that are outside the scope of the Technical Support Specialist to the appropriate colleague.
7. Assist with in-house technical needs as requested.
8. Maintain and document all call records and written correspondence received and responded to using Zendesk.
9. Assist with client server migrations relating to RFMS database and folder as available.
10. Ability to read Technical Documents, Manuals, and Guidelines, and comprehend/follow accordingly
11. Ability to write technical articles for inclusion in system knowledge base. Writing must be clear, grammatically correct and relevant.
12. Proficiency in using common PC-based software application including Microsoft Office tools such as Excel and web-based applications.
13. Ability to diffuse tense situations and reflect a calm, professional manner.

14. Responsible for maintaining current working knowledge of all system framework changes impacting the core RFMS software system and application services, as well as their operation and setup procedures.
15. Initiates professional development and continuing education within the RFMS suite of products, as well as general applicable technology.
16. Contribute to the unity, organization and team atmosphere of the entire Software & IT Support team.
17. Work in harmony with all RFMS guidelines and policies.
18. Must use the latest technology/software that the company requires.

### **Competencies**

1. Computer Literacy.
2. Technical Capabilities.
3. Equipment and Program Knowledge.
4. Customer/Client Focused.
5. Communication Proficiency, both Oral and Written.
6. Research.
7. Problem Solving.
8. Methodical Approach.
9. Detail Oriented.

### **Required Education and Experience**

1. High School Diploma or GED
2. Minimum of 2 years IT experience

### **Preferred Additional Qualifications and Experience**

1. Bachelors/Technical Degree in IT related field
2. Customer service/support experience
3. Proficiency with SQL Server: Installation, Configuration, Backups, Restores, and Backup Verifications
4. 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.
5. Experience with networking (workstations, servers and printers). As well as the ability to map network drives/printers and modify host files.
6. Install, Configure, Troubleshoot and Repair Network, software, workstation and printer issues
7. Proficient with both Hardware and Software Installation
8. Proficiency with the following Operating Systems: Server 2008, 2012, Windows 7, Windows 8, and Windows 10.
9. Efficient in the following are beneficial: Firewalls, Routers, Virus and Adware Protection

**OUR COMPANY:**

RFMS is the leading provider of business management and estimating software solutions for the floor covering industry. RFMS provides software, training, consulting and implementation services to more than 2,000 clients based in North America for more than 30 years. Our corporate office is based in Tuscaloosa, Alabama and the company employs 80+ employees throughout the US. Our company is growing at a rapid pace with divisions in New Zealand and distribution in Europe.

General benefits of employment include BCBS insurance (health/dental), vision insurance, company paid life insurance, 401K matching, Flexible Spending Account (FSA), profit sharing, holidays and vacation.

[www.RFMS.com](http://www.RFMS.com)

Please apply by sending cover letter and resume to [careers@rfms.com](mailto:careers@rfms.com) or contacting the Director of Human Resources.

Madeleine Bayless

Director of Human Resources

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