



Technical Support Representative—Multiple Positions

We have immediate opportunities for technical support agents providing technical support to customers and/or staff involved in a variety of tasks including (but not limited to): Networking (Enterprise); Application Support (Web based as well as installable); Residential VOIP service and a multitude of other technical products and services as the needs and requirements of our diverse customer base require.

Currently positions are available on all shifts.

Ideal candidates should be comfortable interacting with a wide range of clientele; from top tier Network Engineer staff to End Users of residential technologies. This interaction can take a number of forms such as: phone calls, emails, SMS/MMS messaging, Instant Messaging, video conferencing, web conferencing or even the tried and true face to face meeting.

The tasks asked of our staff require a strong proficiency in analytical reading and writing, transcribing the spoken conversation into written word, multi-tasking in a time critical environment, and ability to learn from written documentation with little additional guidance.

Job Requirements:

- Experience with common OS's: Windows XP/Vista, Mac OS X and Linux (any distribution).
- Solid understanding of fundamentals of PC hardware, networking, file systems, common applications (MS Office/Open Office).
- Exceeding ability to retain information and confer that information into a written format.
- Enjoying and flourishing in a team focused environment.
- Practiced ability to convey technical information to a non-technical customer.
- Remain focused, calm, cool and collected in the face of a disgruntled client.
- Advanced knowledge in one or more areas of computing.
- Flexible work hours. (This will require occasionally working off shift and working most holidays.)

Preferred Areas of Additional Expertise:

- Bachelor of Science in Computer Science (or related discipline).
- Previous work experience in a Technical Support inbound call environment (or equivalent).

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Technical Support Representative—Multiple Positions (*cont.*)

Responsibilities to include:

- Respond to burgeoning issues within the time limits defined by our contractual obligations.
- Answering inbound technical support calls in a polite and informative manner for a wide variety of technical clients.
- Corresponding via various mediums with customers of our clients or our clients themselves in an articulate and appropriate manner.
- Rapidly increasing your knowledge in technical areas you are weak in to respond to our client's ever changing needs.
- Following documented processes both for workflow and to define interactions with customers.
- Perform troubleshooting and reproduction steps as needed within our pre-defined client's boundaries.
- Writing quality trouble tickets in various CRM/Ticketing programs that meet or exceed our client's expectations.
- Attending training sessions on and off site both on and off your normally scheduled shift.

Be part of the revolution of Service Availability Management (SAM) and Technical Support Services. A career with Inforonics expands your potential and keeps you on the cutting edge of these high-growth industries and the outsourced information technology future. Inforonics' broad range of technical support and SAM solutions offers a variety of opportunities to work in such diverse fields as Rich Internet Applications, Datacenter Management, End-user Support, Mobile Computing, Automation, Web Analytics and more.

Located in scenic Littleton, Massachusetts, Inforonics offers an entrepreneurial and professional, but casual, work atmosphere. We know that our employees are critical to our success, and we offer a competitive salary and comprehensive benefits. In addition, Inforonics' supportive environment includes:

- * Fitness Room
- * Soccer League
- * Jogging/Walking area
- * Showers/Locker Rooms
- * Pleasant, Hassle free commute!

Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring reasonable accommodation to the application and/or interview process should notify a representative of the Hiring, Morale and Culture Department (HMC).

For more information about a career at Inforonics or to send a resume, please email us:

supportHR@inforonics.com