

Encore Customer Support and Installation



We are seeking a product support technician to provide technical & installation support for our flagship digital voice and screen recording product. Candidates must have extensive experience with Windows Server, networking, and telephony systems (VoIP & TDM). Applicants must work well independently, be able to communicate effectively with customers on all aspects of our systems.

Essential Duties and Responsibilities

- Provide technical support over the phone using web based remote control software.
- Build & configure new systems.
- Perform both onsite and remote installations.
- Install and configure computer hardware and/or software.
- Respond to on-call assignments after business hours.
- Other duties and responsibilities as deemed necessary.

Necessary Skills and Requirements

- Must be local to Phoenix, AZ.
- Must be able to travel up to 50% of the time.
- Must be able to work flexible hours, including evenings on occasion.
- Must have a valid driver's license and safe driving record.
- Must be organized, detail oriented, self-sufficient and resourceful.
- Possess strong oral and written communication skills.
- Ability to maintain professional demeanor and interact positively with customers in person and via phone.
- Ability to work and solve problems independently and without supervision.
- Motivated by new challenges.
- Strong Windows server, networking, telephony and PC background, plus the ability to configure, troubleshoot, and test hardware/software.
- Strong telephony systems experience (VoIP and TDM).
- Skilled at troubleshooting and repair of computer hardware and software.
- Skilled in basic database concepts & administration tasks.

Highly Desirable Skills

- Working experience with digital voice recording solutions in an enterprise environment.
- 2-3 years' work related experience in the contact center industry.
- Skilled in the use of virtualization and imaging technologies.
- Experience with Web Services and SOAP protocols.
- Working knowledge of Microsoft SQL Server.

Qualifications

- Associates degree in Computer Technology or equivalent job experience/training.
- 2-3 years' experience in the IT/Software field.
- A hands-on interview demonstrating technical knowledge may be required.
- Must live in daily commute distance to North Scottsdale, Arizona.

Physical Requirements

- Ability to occasionally lift up to 100lbs.

Reporting Relationship

- This position reports directly to the Implementation & Customer Service Manager.

Compensation

- Salary will be determined based upon skills and experience.
- Full time position; eligible for group benefits.

We are located in beautiful North Scottsdale and offer a competitive compensation package that includes generous group benefits, including medical, dental, vision, health savings accounts, flexible spending accounts, disability, life and AD&D insurance, paid-time off, tuition reimbursement, employee referral program, flexible hours, comfortable dress code, and we even offer insurance for your pets.

Visit our corporate website at www.dvsAnalytics.com to learn more about our company and our products.
Send your resume to Humanresources@dvsAnalytics.com today.

The above statements are intended to describe the general nature of work assigned to this job. This is not intended to be an exhaustive list of all responsibilities, duties and requirements.

Equal Opportunity Employer – Drug & Alcohol Free Workplace