

Position Overview

Technical Support Representative

Technical Support Representatives are responsible providing customer service and technical support to customers who contact us via telephone, e-mail, fax and online.

Primary Responsibilities:

Answer customers' questions, both technical and service related) and resolve concerns in a timely and efficient manner (within 24 hours whenever possible) via telephone, e-mail, on-line, etc.

- Work on Customer Relations projects as necessary
- Understand products serviced and systems used
- Prioritize tasks in fast-paced environment
- Evening and weekend shifts may be required
- Deep understanding of the technical environment in which EBSCO's products are used (Internet, Web-based services, etc.)
- Advocate on behalf of customers for issues, enhancements and defects
- Act as liaison between customer and internal groups as necessary
- Ensure all customer communication and activities are logged
- Follow up with customers as necessary to ensure their issues have been resolved
- Make proactive contact with non-target customers regarding feature utilization
- Generate FAQs for our customer knowledge base
- Provide virtual training as necessary
- Provide internal training as necessary

Skills

Requirements:

- College Graduation or 1-2 years of experience
- 1-2 years experience using Internet, Web-base services, etc.
- Microsoft Requirements:
 - Excel: 1+ to 2 years required
 - Outlook: 1+ to 2 years required
 - Word: 1+ to 2 years required

Preferred Qualifications:

- 1-2 years experience supporting customers using web-based services
- Excellent verbal and written communication
- Positive attitude and team player.