Technical Support Technician (Fremont, CA)

Ambir Technology is seeking a Technical Support Technician to provide technical support and product related customer service to our customers. We are looking for a dedicated, enthusiastic and organized individual to help support our growing customer base.

Overview

The Technical Support Technician will take support, customer service, and general calls. This candidate will troubleshoot and resolve a wide-variety of desktop, server, and application issues, as well as meet service and support goals.

Essential Duties and Responsibilities

- Answer technical support and customer service e-mails, chats, phone calls, and provide prompt professional service and support to our customers
- Keen eye for detail
- Work efficiently in a fast-paced environment
- Strong verbal and written communication skills
- Work to quickly identify and respond to key customer support issues and engage senior techs as required
- Provide accurate data entry into Ambir Technology CRM system for all customer inquiries
- Ability to troubleshoot and quickly gain knowledge of Ambir products in 3rd party software/hardware environments
- Team player who will forge strong relationships with support team and other teams within Ambir Technology to best meet company goals and objectives
- Ability to sit and be on the phone and interact with customers daily
- Other duties as assigned

Qualifications

Successful individuals must perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Skills

- 2-year college degree, or one-year certificate from college or technical school with 2+ years of PC support background
- Working knowledge of Windows 7/8/10 platforms, as well as Apple platforms
- Troubleshoot PC hardware accessories and configurations
- Passion for providing outstanding customer service
- Excellent verbal and written communication
- Problem-solving skills

- Detail-oriented and extremely organized
- Self-motivated

Desired Skills
- Experience with NetSuite
- Knowledge and/or experience with installing and troubleshooting hardware and software applications
- Knowledge and/or experience with Windows terminal server (RDP) and/or Citrix configurations

Computer Skills
- Microsoft Windows 7/8/10, along with applications such as Microsoft Office
- Macintosh

Supervisory Responsibilities:
This job has no supervisory responsibilities.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ambir Technology offers an extensive benefits package including paid time off, medical benefits, 401K plan and future growth opportunities within the company.
- Location: Fremont, CA
- Compensation: Compensation is commensurate with experience and education level.
- Principals only. Recruiters, please don't contact this job poster.
- Do NOT contact us with unsolicited services or offers

TO APPLY:
Please send a short cover letter and your resume to resumex@ambir.com.