

## **Job Description:**

### **Technical Support Representative**

AP Technology is an established software company that has been developing secure payment solutions for almost 20 years. We are looking for motivated individuals for our Technical Support Organization. Candidates will have prior customer service experience, preferably in a technical environment with Help Desk and First Level Technical Support experience. Candidates should have the ability to resolve a wide range of issues using creative and analytical problem solving skills.

### **Essential Duties & Responsibilities may include:**

- Provide customer support via phone and email for AP Technology software products and solutions. Address technical inquiries, troubleshoot and resolve reported problems and configuration issues. Recommend potential solutions and follow through to resolution or escalate if no solution is available.
- Record summaries of technical inquiries and customer-reported problems in the customer tracking database, including the nature of the inquiry, the recommended course of action and the actual results. Multi-task, prioritize and organize all calls and e-mails assigned.
- Identify configuration, compatibility or product-defect issues and track results through the appropriate tracking system. Contribute potential ideas for enhancements through the appropriate tracking system.
- Provide customer assistance to install, maintain, upgrade, and troubleshoot AP Technology solutions.
- Adhere to company policies and procedures regarding timely and courteous customer support, service entitlement verification, customer registration and problem escalation.
- Act as a technical advisor to assist Sales or other organizations and perform special projects as assigned. Hours may vary.

### **Desired Skills & Qualifications**

- Associate's Degree in Business, Sciences or Technical Field preferred.
- 1 – 2 years of customer service experience, preferably in a technical environment.
- Professional and effective communications skills – both verbal and written. Ability to effectively interact and maintain professionalism with customers at all levels via phone and email.
- Hands-on experience working with Microsoft Windows system and networking environments such as Windows 2000, XP, Vista, 2000 Server and 2003 Server.
- Certifications and/or coursework in several of the following technologies strongly preferred: TCP/IP, Firewalls, Routing, Network Administration, DNS/DHCP, Proxy Servers, Windows 2000, NT, Novell, Directory Services, SQL, Unix, Linux, Solaris.

*(continued)*

## To Apply

Please email your resume and salary requirements to [hr@acuprint.com](mailto:hr@acuprint.com)

*Mention the position you are applying for in your submission.*

*This position is located in Carlsbad, CA. Relocation is not offered for this position. Local candidates only.*

### **AP Technology**

Attn: Human Resources

5973 Avenida Encinas, Suite 140

Carlsbad, CA 92078

AP Technology is an equal opportunity employer.

### **About AP Technology**



**Join a high-quality team.**