

# Technical Support Representative

**Posted:** October 6, 2020

Thermo-Tech Windows, a manufacturer of vinyl windows and doors, is seeking a Technical Support Representative. The Technical Support Representative will assist employees with their information technology needs. This individual will report to the offsite Technology Manager and will work with other members of the offsite IT team to provide high quality support to the end users.

## Essential Functions:

- Utilize Help Desk Ticketing System to provide client support by creating and resolving technical incidents via email or phone.
- Follow and produce standard work to complete technical support tasks.
- Load and verify correct operation of software packages.
- Install PC hardware and peripheral components.
- Support network and telecommunications system hardware and software.

Education: BS Degree in Computer Science or Computer Engineering Preferred

## Experience:

Two years previous technical support experience with education

Three years' experience without formal education

## Skills and Knowledge:

- Strong customer service skills
- Strong oral and written communication skills
- Ability to interact with employees at all levels
- Good time management skills
- Ability to work to standard work processes
- Ability to work as part of a team to achieve desired results
- High integrity
- Highly motivated and energetic
- Collaborative and team oriented
- Able to adapt and excel in high-pressure situations
- Familiar with the following languages: VB.Net or C#, C++, SQL, ASP
- Familiar with the following databases: Access, Oracle, SQL Server or equivalent database system
- Familiar with the following tools: Excel, IIS, Visual Studio, Source Safe

Please send resume to:

**Thermo-Tech Windows LLC**

**Attn: Human Resources**

**1120 38<sup>th</sup> Avenue Northeast**

**Sauk Rapids Minnesota 56379**

**Or email them to: [jobs@thermo-techwindows.com](mailto:jobs@thermo-techwindows.com)**