

Responsibilities and Job Description

The *Customer Support Specialist II* is an integral part of a team of professionals who support Information Display Systems (IDS) fielded in more than 200 airports worldwide. As a *Customer Support Specialist II*, you will be responsible for providing initial, first level (Tier 1) telephonic assistance to Customer Support Requests (CSR's), document reported problems/issues, identify the proper course of action to resolve them, guide customers through basic and lower level problem resolution, and escalate more complex issues to the proper team member. Additionally, the *Customer Support Specialist II* will assist and/or manage CSR tracking and customer notifications, staging and assembly of new systems, perform telephonic health check / system performance calls to customers, and perform other administrative and manual tasks associated with the Support Center as required.

Work activities

- Constantly monitor assigned CSR telephone & email support lines
- Accurately determine if a CSR is covered by a support plan or program
- Assign CSR numbers to customer reported problems
- Document & track CSR reported problems
- Troubleshoot reported problems / issues within the scope of technical capability
- Escalate CSRs to a higher level specialist, technician, and/or engineer as required
- Ensure CSR customer responses are consistently within contractual timeframes
- Stage new systems & configure for deployment as directed by senior personnel
- Assist & perform other administrative duties as assigned by supervisors / management
- Assist in the testing & repairing of system hardware
- Perform company internal technical / maintenance tasks as assigned by management
- Support additional projects as directed by supervisors and/or management

Required Qualifications

- Education / Work Experience:
 - BA/BS and 1+ years of verifiable work experience or
 - Associates Degree and 5+ years' verifiable work experience or
 - High School Diploma and 7+ years' verifiable work experience
- Proficiency with business productivity tools such as Microsoft Office
- Strong verbal and written communication skills
- Understanding (basic level or higher) of Windows Workstation software & hardware
- Task focused on challenging / longer term projects & issues
- Must be punctual, detail oriented, and professional at all times
- Must be able to pass all appropriate background checks and meet Department of Defense (DoD) Common Access Card (CAC) issuance requirements

Preferred Qualifications

- Previous Help Desk or Support Center experience
 - Aviation, military, or other government customer experience a plus
 - IDS administration experience a plus
- Strong working knowledge of Microsoft Office
- Basic understanding of Windows TCP/IP networking
- Willingness and ability to travel for official business
- A+ Certified or equivalent experience/knowledge