**Spanish/English Bilingual Tech Support Overview:**

**Essential Functions and Responsibility:**

* Provide support via phone, email and internet regarding the Specialty Systems as required 40+ hours per week.
* Able to work a shift pattern, Monday to Friday, 10:30am-7:30pm and Saturday, 7am-2pm. Includes 1 day off mid-week.
* Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner.
* Verify and log customer information in the database as per defined standards.
* Resolve customer questions and concerns efficiently by actively listening, communicating clearly and concisely, and assuring customer understanding.
* Set-up new customer accounts
* Provide phone installation and training
* Assist with product and component testing as directed
* Stay current with system information, changes and updates
* Work collaboratively as part of a team to solve complex technical issues
* Act as a mentor to new employees and assist with the development of team members

**Education/Experience:**

* High school diploma or equivalent
* Bilingual Spanish/English
* Minimum of 5 years providing phone support or helpdesk support
* Knowledge and experience of customer service practices
* Strong knowledge of software applications including spreadsheet (Microsoft Excel), word processing (Microsoft Word), presentations (Microsoft PowerPoint) and e-mail (Microsoft Outlook)
* Associates degree preferred
* Experience supporting “inkjet” based printing products a plus
* IBM System (AS/400) experience
* Experience using Content Management Systems (CMS) software

**$16.50 per hour**