



iQSG Job Description



Job Title: Client Services Technician

Reports To: Services Manager

FLSA Status: Exempt

Department: Services

Location: Westerville, OH and Dublin, OH

Summary: Support services team in providing excellent care to our Clients by completing the following responsibilities in a timely and professional fashion.

Responsibilities

- Receiving, Tracking, Updating, Supporting, Closing Incidents/Tickets we receive from our clients
- Client Deployments – supporting Staging, Configuration, boxing, shipping of equipment, site installs
- Travel Required – most is local and within 100 miles but extended travel for deployments beyond 100 miles is likely
- Training/Certification – will be required to take identified training, study and pass Industry Certified exams (cost of training and Tests will be paid by the company). Certifications required to be maintained for the position. Training focus will be centralized around Networking (Juniper, Cisco, Arista, Aruba, HP, etc). Other training may include: Security, Wireless, Video, Voice, Storage at technical entry levels for cross knowledge)

Requirements

- Knowledge of Networking Principals a plus! (Any of the identified networking technologies would be a plus)
- Quality Written/Verbal communication skills required
- Demonstrated or Experience with Client Service and customer satisfaction a key
- Desire to Train and Learn technologies while completing assigned client tasks (Training and Certification may be required to achieve during evenings or weekends.
- Reliable/Dependable Transportation required
- Full-Time position, Monday – Friday, 8-5 p.m. - Implementations are usually performed off hours

Salary/Compensation will be based upon the individuals abilities, experience and knowledge around Networking.

iQ Solutions Group is an equal opportunity employer. We evaluate qualified candidates without regard to color, race, sex, national origin, disability, veteran status, and or other protected characteristics.

The above position responsibilities represent general responsibilities and requirements for the position. Other duties, responsibilities, and qualifications may be required and/or assigned as necessary.