For recent graduates seeking full-time employment who meet the requirements.

Job Title: Customer Support Help Desk Analyst
Supervisor: Director of Information Technology

We are seeking a highly motivated individual for the Acumium team to support users of our software and managed IT clients. This position entails providing phone, email support and on-site support to users of our proprietary software products and managed IT customers. This candidate will author and maintain support documentation, assist in training to users of our software and serve as in-house IT support.

Duties and Responsibilities:

- Provide phone and online ticket support and trouble-shooting for our software products.
- Provide phone, online ticket and on-site support of our managed IT customers.
- Author and maintain all software documentation.
- Keep excellent records of customer interactions in customer contact database.
- Perform scheduled on-site visits to managed IT sites.
- Provide in-house PC hardware and software support.
- Maintain detailed time accounting for purposes of SLA reporting.
- Primarily responsible for monitoring support by email and phone during regular business hours (Monday-Friday 8am-5pm CST).

Requirements:

- An associate’s degree in Computer Science or Information Technology or equivalent combination of education and experience.
- 2-5 years of working experience in IT, help desk-related or customer service role.
- Excellent phone, written, interpersonal and organizational skills.
- Proficient trouble-shooting and prioritization skills for timely resolution of client issues; Possess sense of urgency for resolution of issues.
- Strong follow-through, organizational and customer service abilities.
- Technical writing skills for creating product documentation and support materials.
- Solid technical aptitude with Microsoft Office line of products.
- Strong working knowledge with a variety of Windows and Linux operating systems.
- Strong understanding of LAN and WAN networking concepts.
- Experience with routing/networking concepts.
- Experience with Microsoft IIS, LAMP, WordPress, MSSQL, MySQL
- Strong attention to detail for information gathering as it relates to customer support.
- Minimum of 1-2 years of directly related experience in HTML, web development, word processing, and spreadsheet software use.
- Demonstrates task flexibility proficiency with the ability to work on different projects on demand, quickly shifting priorities.
- Knowledge of HTML, CSS, JS and general web-design is a plus.
Working Conditions and Physical Effort:

- Work is normally performed in an interior office work environment.
- Employee must have the ability to maintain mental and physical conditions appropriate for the performance of assigned duties and responsibilities.
- Employee must have the ability to maintain mental and physical conditions needed to perform assigned duties and responsibilities.
- Limited physical effort is required, but the ability to see, hear, grasp and manipulate small objects, type and sit for extended periods of time are necessary.
- Work may involve stressful situations and deadlines.
- Ability to lift up to 50 lbs on occasion.
- Ability to operate a variety of office and computer equipment.

Compensation & Benefits:

Job Type: Full-time
Starting pay: Commensurate with experience
Benefits: Full

Application Deadline: Open until filled.
To apply please email your resume to: careers@acumium.com
Subject Line: Customer Support Help Desk Analyst

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