

## Position: Technical Support Analyst

AngelEye Health, Inc. is seeking an eager, self-motivated individual to fill the role of Technical Support Analyst. This individual would assist in support, maintenance and various other duties related to the implementation and on-going support of AngelEye's custom software and hardware solutions.

This individual will be responsible for maintaining professional relationships with both AngelEye clients and end-users by providing excellent customer service and technical support. In addition to clients and end users, this individual will also support AngelEye staff by performing other technical job duties as needed.

### AngelEye Health, Inc. offers you:

- A growth-oriented team environment where your strengths are highly valued
- Opportunities to expand your technical skills and knowledge with on-the-job learning/training opportunities
- Fully paid employee health insurance premium

### Job Specifications:

- Provides support to clients by identifying problems; researching answers; guiding client through corrective steps.
- Will communicate with customers via phone, chat, and email to provide quick and proactive support to issues.
- Will assist in updating support documentation by writing and maintaining documentation for internal and customer use.
- Participates in development of client training programs by identifying issues related to training.
- Gain job knowledge by participating in educational opportunities, maintaining personal networks and cross training with other team members.
- Additional information systems and organizational duties as needed.
- Participate in on-call rotation.

### Skills Required:

- Excellent verbal and written communication skills
- Excellent personal skills and comfortable with cold calling customers with support issues.
- Excellent customer service and troubleshooting skills
- Self-starter/self-motivated
- Working knowledge/experience in system administration of Microsoft, Mac, and other.
- Experience with troubleshooting mobile platforms
- Basic computer networking skills and understanding

### Skills Recommended:

- Understanding of network-based systems or video streaming delivery a plus
- Help Desk experience a plus
- Basic electronics repair a plus (soldering, wiring, etc.)