Tier 2 Support Specialist, Security Technology

Description

We are looking for a Tier 2 Support Specialist to join a Global Security Technology Help Desk team for a tech giant. The support specialist will join a global team of help desk professionals who are collectively responsible for responding to reported security device issues from c.400 corporate locations across the globe. You will be responsible for helping to resolve those issues through the review of incoming service requests, execution of pre-defined runbooks, dispatch of service providers, engagement of external teams, and modification of device programming values where necessary. You will also serve as a primary customer point of contact on all incoming requests and will be responsible for any follow-up communications.

Location: This is an in office-based role (Nashville, TN)

Employment Status: Full time, permanent contract. 40 hours PW. Early and afternoon shift pattern.

Salary and benefits: Starting salary c. $75k. 401K, dental, vision and health.

Key Responsibilities

- Attend owner-provided training on internal tools, software systems, hardware architecture, and terminology. Maintain functional-level knowledge of these tools and attend refresh training as needed.
- Communicate with customers, stakeholders and team members using phone, email, internal instant messaging tools, and live chat.
- Review incoming service requests from any of our hundreds of global corporate office locations.
- Using pre-defined response templates, engage with customers through the corporate device ticketing system.
- Execute pre-defined run books to help drive requests to resolution. This may include engaging internal and external teams, dispatching service providers, monitoring and adjusting settings in corporate security software systems, and escalating issues when necessary.
- Use sound judgement when making decisions on next steps that may not be defined by pre-defined run books.
- Mentoring and training tier 1 support specialists and new starters.

Minimum Qualifications

- Hands-on experience troubleshooting technical systems (i.e., Microsoft Windows)
- Functional understanding of networking, networking protocols, and the ability to apply that knowledge to troubleshoot issues
- Proficiency with Microsoft Office tools including Outlook, Word, and Excel
- Ability to speak, read, and write English with a high degree of proficiency
- Prior customer service experience in a technical role i.e., IT

Preferred Qualifications

- Experience on a customer service response team, ideally in a technical role (i.e., IT)
- Professional Certifications, i.e. Lenel System Administrator certification, Windows Administrator, CISCO Networking Certifications

Education

- Minimum of high school or equivalent education (essential)
- Degree in a technical or IT discipline (highly desirable)

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift up to 15 pounds at times.

Please Note

The Company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.

All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. By completing this application, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the organization, its clients, and its employees. Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring accommodation to complete the application and/or interview process should contact a management representative.