

Responsibilities and Job Description

The *Customer Support Specialist I* is an integral part of a team of professionals who support Information Display Systems (IDS) fielded in more than 200 airports worldwide. As a *Customer Support Specialist I*, you will be responsible for providing initial, first level (tier) telephonic assistance to Customer Support Requests (CSR's), document reported problems/issues, identify the proper team member to assign for issue resolution, and guide customers through the most basic, non-technical problem resolutions. Additionally, the *Customer Support Specialist I* will assist in the tracking, customer notification, and overall management of open CSR's, staging and assembly of new systems, and perform other administrative and manual tasks associated with the Support Center as required.

Work activities

- Constantly monitor assigned CSR telephone & email support lines
- Accurately determine if a CSR is covered by a support plan or program
- Assign CSR numbers to customer reported problems
- Document & track CSR reported problems
- Determine & assign CSRs to the appropriate specialist, technician, and/or engineer
- Ensure CSR customer responses are consistently within contractual timeframes
- Stage new systems & configure for deployment as directed by senior personnel
- Assist & perform other administrative duties as assigned by supervisors / management
- Perform company internal technical / maintenance tasks as assigned by management
- Support additional projects as directed by supervisors and/or management

Required Qualifications

- Education / Work Experience:
 - High School Diploma
- Proficiency with business productivity tools such as Microsoft Office
- Strong verbal and written communication skills
- Understanding (basic level or higher) of Windows Workstation software & hardware
- Ability to remain task focused on assigned projects & customer issues
- Must be punctual, detail oriented, and professional at all times
- Must be able to pass all appropriate background checks

Preferred Qualifications

- Associates degree or higher in technology related field
- 1+ years of work experience