Computer Helpdesk IT Support Engineer

AMTELCO is a leading provider of call handling and messaging software for the healthcare, answering service, and call center industries. The Computer Helpdesk IT Support Engineer, based in Madison, WI, works as a member of the Field Engineering Support team providing technical assistance to computer system users of Amtelco applications. They answer questions on the applications or resolve computer problems for clients via phone or remote access. They will assist with supporting work stations, server hardware and software, including application functionality, installation (hardware & software), network hardware, database support, and operating systems.

Full time position - reports to the Manager of Field Engineering Support.

Essential Duties and Responsibilities:

- Oversee the daily performance of client computer systems as part of a team.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Remotely set up equipment for client use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain Helpdesk records of daily communication transactions, problems and remedial actions taken, or installation activities.
- Refer major hardware or software problems or defective products to Team Leader and hardware, software departments for resolution.
- Participation in rotating On-call assignments is required (nights, weekends & Holiday's with a 6 week rotation).
- Develop training materials and procedures, or train clients in the proper use of Amtelco hardware or software.
- Confer with team, clients, and management to establish requirements for new systems or modifications.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Participate in Continuing Education such as trade shows, classes and reading to maintain knowledge of hardware and software.

Qualifications and Skills Required:

- Associate's Degree or college coursework with relevant work experience preferred.
- Windows 10 (and older) experience required (A+ Level). Knowledge of mobile devices (iOS and Android), programming languages, Linux Server (Ubuntu), Microsoft Server 2012 (and older), Microsoft Hyper-V and databases (MS SQL Access) preferred but not required.
- Computers and Electronics - Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software. Telecommunications knowledge including transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Customer service - Knowledge of principles and processes for providing outstanding customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Compensation:

- This is a full-time, hourly position at a rate based on education and prior work experience. An excellent benefit package including generous paid time off, health, dental, life and long-term disability insurance, flex-spending accounts for medical and dependent care and a company matched 401k plan are provided.

To Apply:

Submit a cover letter and resume to Employment@amtelco.com