

# Technical Support Representative

Ensuring your clients and employees have sufficient IT support will ultimately benefit your business in more ways than one.

Solving client and employee IT issues will dramatically help improve satisfaction, retention and overall efficiency in your business. It's why having experienced IT staff members that have the ability to adapt and solve problems in a fast paced environment is crucial.

Common tasks the role might require:

- Call-logging and troubleshooting
- System management and improvement
- IT support to customers and/or in-house teams
- Endpoint management and maintenance
- Record keeping of customer incidents
- Install and maintain software updates.

Qualifications/requirements you might expect in candidates:

- 2-3 years experience in IT
- Degree in IT may be preferred
- Computer literacy
- Specific software experience.



For more information, please visit our [website](#) or contact us today:

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