



TECHNICAL SERVICES SUPPORT TECHNICIAN I

HigherGround's position in the telecommunications industry has been built upon meeting our commitment to our clients with product excellence and exceptional service. The results are many happy customers and continued business growth. Much of the responsibility to meet our service commitments is borne by the Technology Services department and specifically the Support Technicians. The Support Technicians are the face of HigherGround because they communicate directly with HigherGround Clients. Support Technicians ensure that HigherGround products are functioning properly at all times by knowing the products intimately so they can diagnose software and hardware problems, repair systems and answer Client questions. This requires adept communication skills to develop relationships with Clients and to learn about their business so that we enable them to leverage the full capabilities of their HigherGround systems. The Support Technicians are absolutely critical to the company.

Primary Duties and Responsibilities

Updating Customer Systems

Technicians are responsible for scheduling and completing software updates in accordance with the instructions outlined in the documents titled "Update Procedures" and "Update & Alarm Procedures".

Training

Training the Client's End Users and Managers within Client provided guidelines as well as HigherGround Distributor Technicians. Training may be conducted in our conference room, on-line or at the customer's site. Training will be conducted in a professional manner, following the training outlines for each of the various HigherGround products.

Maintaining HigherGround Client Support Database

Technicians are responsible for accurately maintaining the Technology Services Database. This includes:

- Adding and updating customer data including but not limited to contact information and system configuration
- Updating all fields related to all service events (update date, technician required, etc.) and communications.
- Accurately inputting all customer service events in the customer notes. This includes documenting every customer call, every alarm response, any other events related to the customer.

Providing Internal Technical Support to HigherGround Employees



HigherGround™

Technicians are responsible for providing technical support to other HigherGround employees. This may include installing or configuring hardware or software or assisting the employee with the operation of their computer. Technical support should be performed in a timely and professional manner; however, it should not be allowed to interfere with providing support to our external customers.

Testing Software

In order to provide our customers with software that is as stable and bug-free as possible, it is necessary to test new releases of software. The responsibility for testing software is rotated among the technicians and developers and includes following the testing guidelines provided as well as the documentation of any bugs discovered.

Pager Duty

Technicians are required to assume Pager Duty to respond to critical alarms and client calls during off business hours. Pager Duty is rotated among all Support Technicians. Each technician will be assigned pager duty for one-week periods beginning and ending on Wednesday. The rotation schedule will be posted at the beginning of each calendar year but may be modified as required to accommodate changes in personnel. All modifications will be made as far in advance as possible. Pager Duty responsibilities are detailed in the document "On-Call or Standby Policy".

Education/Degree Required

- High School Diploma.

Qualification and Knowledge Requirements

- A thorough knowledge of Microsoft Windows, Microsoft Networking and Microsoft DOS.
- A minimum of 3 years experience and a demonstrated track record of accomplishments in customer service and or computer technical support.
- Self-motivated and results-oriented with a strong business sense and entrepreneurial spirit that can work in a fast-paced environment.
- Proven written and verbal communication.
- Strong interpersonal skills, demonstrated maturity, good judgment and capability of communicating with a diverse range of individuals.

We are recruiting from the Los Angeles area only.

HigherGround is an EOE/AA Employer.