



## **Cloud Support Technician**

AERIFY.io is seeking a Cloud Support Technician to join our team.

Our company is growing! We need an intuitive, customer service oriented, self-motivated team member to support current and future clients. The professional candidate must be team oriented and complement our culture with a:

- A positive attitude
- Understanding of and ability to execute superb customer service
- Track record of strong written and verbal communication skills
- Intuition to deliver simple, effective and efficient problem solving

## **OPPORTUNITY**

The cloud support technician is the AERIFY.io first-line, IT support representative who answers emails and customers phone calls to solve technical issues, answer questions and deliver on-call computer support using our established ticketing system.

To join our team, you must have a computer related degree and knowledge of computer networks, but more importantly fit our company culture that is focused on keeping customer support, fixes and answers easy and simple to keep tech stress free for our clients.

## **DAILY WORK**

- Answer, evaluate, and log incoming calls and emails from clients experiencing problems.
- Collect detailed information from the client to determine root cause of problems by leading the customer through specific procedures to fix the issue.
- Provide over the phone and remote access IT support.
- Have the confidence to know when procedures will not fix an issue and how to manage the next steps.

## QUALIFICATIONS

### Education, experience and skills

- Associate degree or bachelor's degree in computer science or a related field.
- 1+ year(s) of experience in a technical support role.
- Experience supporting Microsoft Windows desktop environments, Microsoft Office applications and third-party applications.
- Experience with Microsoft Windows Server and Active Directory, a plus.
- Working knowledge and expertise with a variety of software, hardware, and applications.
- Certifications are preferred, but not required.
- Written skills and ability to clearly document client questions and issues.
- Interpersonal communication and relationship-building
- Inquisitive and curious approach to problem solving with fine attention to detail.
- Analytical skills to easily figure out and fix customer computer questions and issues.
- Desire to constantly build knowledge and skill base.
- Team-oriented attitude to help colleagues with technical problems.
- Ability to manage time and effectively prioritize numerous projects at one time.
- Integrity, reliability, empathy, and being an overall positive team player contributing to company initiatives.

*Interested: EMAIL [cloudtech1@aerify.io](mailto:cloudtech1@aerify.io)*