

## Technical Support Analyst

**IDEN TRUST, INC** is a global leader in trusted identity solutions, recognized by global financial institutions, government agencies and departments, and commercial organizations around the world. IdenTrust enables organizations to effectively manage the risks associated with identity authentication; work interoperably with countries around the world; minimize investment in creating their own policies and legal frameworks; and deploy a spectrum of products insuring trust, smarter, faster, and more cost effectively.

**We currently have an opportunity in our Stonewater location for a Technical Support Analyst.**

For more information on our company, please visit [www.identrust.com](http://www.identrust.com)

### **POSITION PURPOSE:**

To create accurate and concise troubleshooting knowledge for the first level support of external and internal customers.

### **JOB RESPONSIBILITIES:**

- ◆ Respond to information requests via telephone calls and emails from IdenTrust customers and able to resolve customer issues in a timely and efficient manner.
- ◆ Make accurate entries of customer interactions (telephone and e-mail) into the IdenTrust customer support ticketing solution database (maintain records of telephone conversations, customer problems and resolutions).
- ◆ Investigate and resolve digital certificate issues as they relate to certificate requests (issuance, replacement, revocations, etc).
- ◆ Diagnose between hardware and software issues and errors.
- ◆ Work in and troubleshoot in a wide range of current Microsoft operating systems.
- ◆ If unable to resolve problems, escalate to appropriate group or person.
- ◆ Work on a rotating graveyard shift two months out of the year.

### **REQUIREMENTS:**

- ◆ Must have excellent customer service skills and ability to assist customers in a professional demeanor.
- ◆ Strong degree of problem solving and strong reliance on established procedures.
- ◆ Basic mastery of Microsoft Office products (Word, Excel, Internet Explorer, Outlook and Outlook Express) required.
- ◆ Basic mastery of PCs, Windows XP+, Mozilla Firefox, Internet Explorer 5.5+.
- ◆ Basic knowledge of software installation.
- ◆ Demonstrated and proven organizational, time management and customer service skills.
- ◆ Ability to work effectively under pressure and time constraints.
- ◆ Excellent analytical and problem-solving skills.
- ◆ Good judgment required.
- ◆ Must be able to read and interpret documents accurately.
- ◆ Must have excellent written and verbal skills.

### **EDUCATION/EXPERIENCE:**

- ◆ High School diploma or GED. Two years post high school education (preferred)
- ◆ Minimum 2-3 years combined customer service, technical support experience, and/or administrative office experience
- ◆ At least 1 year experience providing telephone customer support

### **MANDATORY APPLICANT REQUIREMENTS:**

- ◆ Must be able to prove US Citizenship.
- ◆ Agree to, and successfully pass a comprehensive background check to include:
  - Financial review (credit worthiness)
  - Civil review (public records, judgments, liens, etc)
  - Criminal back ground check
  - Drug Screen

**IdenTrust, Inc. offers a competitive salary and comprehensive health and welfare benefits package, including: Health, Dental, Vision, 401(k), Life, AD&D, STD, LTD, Commuter–Transit Program.**

**For consideration, please forward your resume to [careers@identrust.com](mailto:careers@identrust.com). Only qualified candidates will be contacted.**