



Job Description: Customer Support – Technical Support Engineer

Job Posting ID: CSTSE2017

Position Title: Technical Support Engineer

Department: Customer Support

Company Overview:

ImageTag dramatically improves the quality of our customers' work life (and their bottom line too) by automating broken, inefficient business processes with an intuitive, easy-to-use Enterprise Content Management (ECM) software application.

Our flagship product, KwikTag™, has a unique, patented system which automates and speeds decision-making for users who find themselves burdened with document volume and manual processes.

KwikTag is the most advanced product of its kind. Until now, only large companies willing to invest millions of dollars and months/years of time had access to a solution this powerful.

Joining ImageTag will give you the opportunity to be part of a talented, innovative team; and a fun, winning culture.

Position Overview:

We are looking for smart problem-solver who is detail-oriented, experienced and motivated to provide excellent service to our customers and partners. The primary responsibility is manage customer issues related to ImageTag products and services over the phone and email. Technical support engineers must be able to identify the issue by troubleshooting and testing with the customer and work with our development teams, as needed, to resolve any issues to complete satisfaction by the customer or partner. Technical support is primarily performed from our office in Tempe, Arizona.

Position Responsibilities:

- Provide technical support and troubleshooting assistance via telephone and email to resolve customer and partner issues that involve the KwikTag product family
- Adhere to ImageTag Service Level Agreements and commitments
- Manage cases in CRM based on established guidelines
- Contribute to knowledge base

Position Requirements:

- Strong background in troubleshooting Windows 7/10, Windows 2008/2012/2016, SharePoint, and client-server applications
- Strong background in relational databases and has the ability to construct advanced SQL queries
- Knowledge of TCP/IP networking
- Excellent analytical, problem solving and troubleshooting skills
- Resourceful and innovative approach to resolving issues



- Time management and multi-tasking skills with demonstrated ability to follow through
- Ability to effectively communicate technical information to non-technical customers
- Microsoft Dynamics and accounting process knowledge are strongly desired
- General knowledge of and experience with accounting systems and processes are a plus
- Professional demeanor and excellent listening skills
- Function well in a fast-paced, informal environment where constant change is the norm and the bar for quality is set high

Experience/Education Required:

- Associates degree in Computer Science or equivalent work experience
- 3 years of proven experience in a senior technical support position

Personal characteristics:

- Exceptional character and business ethics
- Excellent communication skills
- A person who works well independently as well as with the team
- Internal drive to exceed goals and objectives
- Brings a great attitude to work every day!