



Role: Managed Services Support Technician

Reports to: Weissco Managed Services Department Manager

Role Summary:

The Managed Services Support Technician will report to the Weissco Managed Services Department Manager and provide key day to day telephone and on-site support to enterprise level customers at Weissco Power. Services include: Case logging and notification, 24/7 phone support, 24/7 Remote Monitoring Support, IT management of existing cases, setting up on-site support services as needed, on-site support & equipment installation services. This position requires the ability to think on your feet and take independent judgment to quickly resolve UPS and Power issues that are escalated to Weissco via our "Managed Services" customer support network. The ideal candidate should be energetic, customer focused, and possess tremendous phone presence. In this position they will log and manage customer service ticket requests for Battery Back-up and Power related issues. They will be responsible to take initiative and appropriate service actions to meet customer commitments and exceed their expectations.

Key Responsibilities:

- Insure that all cases are set-up and logged in Weissco customer support database.
- 7/24 Remote Monitoring.
- Initiate services and support as required.
- Effectively establish and sustain relationships with customers & key service vendors.
- Respond timely and effectively to customer requests for emergency service support via email & phone.
- Initiate service tickets using customer database "Service Now" ticketing software.
- Ability to interact with manufacturers and vendors to solve issues.
- Respond to emergencies during afterhours (on-call rotation).
- Ability to multi-task and work in a fast paced work environment.

Qualifications

- Four year Bachelor's degree or equivalent technical trade degree, preferred.
- Experience with APC/Schneider Electric UPS equipment, Structureware & Software, preferred.
- Excellent communication skills both orally & written, required.
- Good organizational skills, required.
- High level of attention to detail, required.
- Experience with Microsoft excel, Word and Outlook, required.
- Ability to multi-task and work in a fast paced work environment.
- A proven ability to support and exceed customer expectations.
- Strong communication and influencing skills.
- Demonstrated organizational and project management skills.
- Ability to travel 10-20% of time.
- Single phase UPS Technical skill or training preferred.
- Valid passport may be required.

This position will be based in Califon, NJ