

Costa Rica Jobs Expertini®

Remote Tech Support

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Company: SolutionOne

Location: Costa Rica

Category: computer-and-mathematical

We are a growing managed IT services provider (MSP) looking for an experienced support tech with the drive and determination to provide fanatical support to our clients. In order to succeed in our company, you must be relationship-oriented, innovative, and dependable. You must also show integrity and serve wholeheartedly. If you have the experience and the desire, we'd like to talk to you.

The Role

You will be responsible for :

Escalating technical issues to the relevant parties when needed and following up till the issues are closed.

Ensuring all standards and procedures are followed and maintained.

Answering queries and resolving issue relating to usage of standard applications and IT services.

Providing monthly help desk reports.

Ideal Profile

You have at least 5 years experience, ideally within a Helpdesk / Technical Support role.

You have excellent communication and interpersonal skills.

Able to learn new skills and adapt to support customers in various different IT

environments.

You pay strong attention to detail and deliver work that is of a high standard

You possess strong analytical skills and are comfortable dealing with numerical data

You are highly goal-driven and work well in fast-paced environments

Candidate must possess demonstrated proficiency in hardware/software support, troubleshooting, general network administration, and networking issues in a Windows-based environment. Prior experience working for an MSP in a Support role required.

What's on Offer?

Flexible working options

Excellent career development opportunities

Work within a company with a solid track record of success

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