



Technical Support Specialist

Position Overview

The Technical Support Specialist will provide phone-based, web-based, and onsite technical support to Advanced Imaging Solutions' customers and employees regarding product connectivity and functionality integration. The Technical Support Specialist will also be responsible for installing and implementing various software products and native functionality on our full line of office equipment. The supported functions and software include, local printing, server-based printing, scan-to-email, scan-to-folder, LDAP integration, PaperCut print management software, Square 9 Softworks document management software, and others. The position requires a task-oriented individual who's a self-starter, has a positive "can do" attitude, and possesses strong customer service skills. The individual must also have a valid driver license and be able to drive anywhere within our service territory. A drug test, driving record, and criminal background check will also be performed.

Responsibilities

- Installing and configuring local print drivers on Windows, Windows Server, and Mac workstations.
- Installing and configuring software on Windows, Windows Server, and Mac workstations.
- Installing and configuring Multifunction Products on customers' networks, including scanning solutions.
- Installing and configuring Java applications on Multifunction Products.
- Interviewing customers' IT contacts to prepare for network-connections and software installations.
- Troubleshooting network connectivity and software issues.
- Training AIS's customers and employees on supported software, enabler, and device functionality.
- Interacting with AIS's customers and employees in a positive and professional manner.

Additional Duties

- Continuous training to expand knowledge of new technology and equipment.
- Ability to lift up to 75 pounds and move (bend, twist, kneel, etc.) to access components of equipment.
- Driving to customers' locations within AIS's service territory.

Job Type

Technical Support Specialist – Full Time



Why work with us?

Advanced Imaging Solutions is a local provider of the most comprehensive suite of Office Technology Products and Services in Northern Indiana and Southwest Michigan.

We are in search of highly skilled individuals with solid professional experience to become a part of our growth and expansion. At Advanced Imaging, we look for individuals who are as passionate about being an integral part of making businesses better. As a company, we apply our unique talents and passion for technology to make a difference in the businesses and lives of the people we serve. At our core, we value a commitment to:

- Lifelong Learning
- Providing Remarkable Service
- Working Together as a Team
- Focusing on Community
- Leading with Integrity

For consideration for this position, please email your resume to hr@advancedimaging.net