

Job Description:-

Designation: Technical Support Associate/Sr. Technical Support Associate

Location: Hyderabad/Secunderabad

Essential Duties and Responsibilities:

Provide Technical assistance to the customers by performing the following duties:

- Responsible for taking control of and resolving Complex Technical and Escalated customer issues.
- Documents and Simulates complex customer issues to find solutions and fixes to customer inquiries and problems & may dispatch additional service as necessary.
- Provide Technical support with Issue resolution via Phone/Chat/Email electronic medium.
- Perform Activation/Deactivation & handle other technical Issues using Rosettastone Software & other Application tools.
- Configure Rosettastone Software in order to help customer learn a Language.
- Identify and provide inputs on unique (or) recurring customer problems.
- Be a champion of Rosettastone specific Tools, Troubleshooting Procedures & Provide Knowledge base (Fast Forward) feedback at all appropriate times to SME/TM.
- Maintains/builds relationships with other groups that impact the technical aspect our support(Ex: Tier-2, Customer Care ... Etc)
- Provide support to the clients in using system and RS software applications.
- Obtain through understanding of OS and software application operations related to Rosettastone offered services.
- Identify, correct & advice on the operational issues in client computer systems.
- Perform light lifting 25lbs.

The Ideal candidate will also possess the following skills:

- Able to work independently and efficiently to meet deadlines.
- Able to promptly answer & support related Phone calls, Chat & Emails.
- Self Motivated, Detail-oriented and organized.
- Experience with Hardware and Software issues.
- Proficient in Internet related applications such as Web Browsers & E-Mail clients...Etc.
- Excellent Communication (Oral and Written), Interpersonal, Organizational and Presentation skills.
- Typing Proficiency: 40-60 wpm.

Knowledge & Skills:

Ability to Analyze, Research and solve highly Technical, Unique problems.

Thorough knowledge of the following:

- Mainstream DOS and MS- Windows, MAC –Operating System.
- Basic PC Hardware, Multi-Media Software (Media Player/Flash/Adobe..Etc)
- Peripheral Subsystems including the following: Multimedia, Speakers/Headset (Wired/Wireless).
- Web browsers like: Internet Explorer, Mozilla Fire Fox,
- Advanced knowledge of the following: On line Language Learning Center, Audio/Video subsystems
- Excellent Communication & Trouble shooting skills
- Telephone Customer Service Skills.

Education Qualifications and Experience:

Graduate, Post Graduate – Computer Science specialization (Preferably)

Experience: 0 – 4 yrs.

Language Skills:

Ability to Read, Analyze and Interpret Professional journals, Technical procedures. Ability to effectively present information and respond to customers, Tier-2 Associates, Managers, and the general public.

E-mail: - hrhyd@goldstonetech.com