



Client Service Technician

HandyTrac Systems

Alpharetta, GA

Salary plus a very competitive commission program

HandyTrac is the largest vendor of key control systems to the apartment industry.

We offer:

- 25 days paid time off
- 401K with company match
- Health insurance - 75% paid by employer (for employee only)
- Employer paid Dental and Vision insurance (for employee only)
- Employer paid AD&D
- Employer paid short term and long-term disability
- Flexible Spending Account

Schedule

8-hour shift in our Alpharetta Office

Day shift

Monday to Friday 10am - 7pm

Duties include

Maintaining and following up on queue of service requests

Making calls out and emails on open service requests

Answering inbound calls, voicemails, and emails from customers

Troubleshooting network devices and all included system hardware

Walking customers through swapping hardware via phone call and seeing warrantied hardware returned

Weekly rotating on call shift to answer after hours emergency calls

Attending tradeshow

Ability to Commute

Alpharetta, GA 30004

Qualifications

Customer Service (2 years)

Computer Networking and Troubleshooting (2 years)

Basic computer skills

Attention to detail and strong work ethic