



**The Position:**

Interphase Systems, Inc. has an exciting opportunity for a professional individual who can provide telephone, desk side, network and configuration technical support for our client's home office staff. The successful candidate will be an extremely professional individual and customer service focused. The successful candidate will be providing technical support in the following areas:

- Basic Hardware Troubleshooting (Desktop, Laptop, PDA, Printer, etc.)
- Windows 2000/Xp Operating Systems
- Windows 2000/2003 Server Environment
- Microsoft Office (Word, Excel, Power Point, Access, Front page etc.)
- Modular Messaging and Blackberry support
- Microsoft Outlook
- Microsoft Exchange
- Network connectivity
- VPN connectivity
- Desktop and Laptop configuration
- Active Directory experience a plus

Minimum 3-5 years of technology support experience necessary with a proven track record of delivering customer satisfaction. The candidate will support the Executive and Home Office users at our client's corporate headquarters. Strong communication skills are required. Previous experience with providing desktop and phone support with a Pharmaceutical company helpful.

This position is full-time contract to perm. Hours are Monday through Friday. After hours and weekend support is required and handled via pager and cell phone access where one of the team members will be on call.

Candidates must provide technical support with the highest level of personal customer satisfaction.

Candidates for this position will perform and/or will have:

- Technical knowledge of client's standard desktop and laptop images in order to support the standard applications.
- Support users both on the telephone and desk-side when possible.
- Assist in any rollout or implementation of new software/hardware.
- Track calls and record support activity via the client's ticketing system.
- Update policies and standard operating procedures as required.
- Provide after hours support when required.
- Provide the highest level of personal support.

*Visit our website at: [www.interphasesystems.com](http://www.interphasesystems.com)*