

Job Title: Hosted Support Technician

Company: DataSync

Job Type: Internship

Pay: Competitive pay depending on experience

Website: <http://www.discoverefficiency.com>

Location: Madison or Sioux Falls, SD

Submit Resumes to: hr@datasynccorp.com



Definition

We are looking for a driven, creative individual to become a part of our global software support team. DataSync is a global business applications provider out of Sioux Falls, SD. We are a team of web software developers who create and host web-based business productivity applications. Our flagship product, DataSync Productivity Suite, is an integrated application that targets small-medium sized businesses in a variety of industry verticals. We are looking for a support technician to troubleshoot client issues from around the globe.

This position requires someone who is intelligent, a good communicator (oral and written), and understands web software. You will be assisting our NOC (Network Operations Center) in the support and service of our web-based hosted productivity tools.

Position Responsibilities

- Troubleshoot client-side browser, email client issues
- Configure and maintain the following products: SugarCRM (Customer Relationship Management), Zimbra (messaging/collaboration), KnowledgeTree (document management), and Joomla (web content management system). **Prior knowledge of these products is a plus, but not required.**
- Documentation of issues in our trouble ticketing software
- Provide level 1 phone/email support
- Ability to assist in software implementation and customization

Qualifications

Applicants must be skilled in various client-side and server-side technologies including:

Technology

- Microsoft Outlook 200x
- Mac OS/X (optional, but a plus)
- Internet Explorer, Firefox
- Website administration tools
- Apache, PHP, MySQL experience a plus
- PHP coding experience a plus

Interpersonal

- Works well with people
- Able to explain services (in English) to clients
- Understands the importance of doing things right the first time
- Goes the extra mile for clients

Applicants should be skilled in the logical troubleshooting and processes. This position is a way for you to familiarize yourself with how the company works and standard software troubleshooting. Most individuals in this position will advance into our NOC (Network Operations Center) division and work in system implementation and hosting environment design.

Candidates must be flexible with an outstanding work ethic and possess the ability to respond quickly to company and client needs. A fair degree of creativity and latitude is expected. Must be a very strong team player with emphasis on team success but must also work individually to achieve team goals.

How to Apply

Email your resume to: hr@datasyncorp.com

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605-275-4100 | info@datasyncorp.com