



Appel Technology Solutions, LLC – Throop, PA

Job Description

Support Department

Position: Senior Technical Support Specialist

Job Type: Full-Time / Hourly (Non-Exempt)

Company Overview:

Appel Technology Solutions, LLC is a leading provider of Managed IT Services, committed to delivering innovative solutions and unparalleled support to businesses seeking to optimize their technology infrastructure. With a focus on excellence and customer satisfaction, we provide comprehensive IT services, including network management, cybersecurity, and low voltage installations, tailored to meet the unique needs of our clients.

Position Overview:

We are seeking a highly skilled and experienced Senior Technical Support Specialist to join our team, responsible for providing advanced technical support and troubleshooting for our clients. The ideal candidate will have a strong technical background, excellent problem-solving skills, and a passion for delivering outstanding customer service. This position offers an exciting opportunity to work with cutting-edge technology and collaborate with a talented team of IT professionals.

Primary Responsibilities:

- **Technical Support:**
 - Provide expert-level technical support and troubleshooting for a wide range of IT systems, networks, and software applications.
 - Serve as a subject matter expert and point of escalation for complex technical issues, working closely with help desk technicians to resolve client issues efficiently.
 - Diagnose and resolve hardware, software, and network issues, ensuring minimal disruption to client operations and maximum uptime.
- **Client Engagement:**
 - Interact directly with clients to understand their technical needs, identify opportunities for improvement, and provide proactive recommendations and solutions.
 - Build and maintain positive client relationships through responsive communication, professionalism, and a commitment to delivering exceptional service.
- **Knowledge Sharing:**
 - Share technical expertise and best practices with help desk technicians and other team members, contributing to the development of internal knowledge base resources and training materials.
 - Stay abreast of emerging technologies, industry trends, and best practices in technical support, and share insights with the team to promote continuous improvement.

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➤ **Administrative Tasks:**

- Answer incoming calls, record call notes, and relay information to appropriate personnel.
- Document procedures and policies with a high level of competency.

➤ **Additional Responsibilities:**

- Perform other duties within the scope of IT support and operations as assigned.

Requirements:

- Collegiate degree in Information Technology, Computer Science, or a related field (preferred).
- Minimum of 5 years of experience in a technical support role, with a focus on troubleshooting and resolving complex IT issues.
- IT certificate or industry-specific certifications preferred.
 - Minimum of CompTIA A+ certification required at time of hire or within the first six months of employment.
- Strong technical knowledge of IT systems, networks, and software applications, with expertise in areas such as Microsoft Windows, Active Directory, networking protocols, virtualization, and cloud technologies.
- Excellent problem-solving and analytical skills, with the ability to diagnose and resolve technical issues efficiently and effectively.
- Outstanding communication and interpersonal skills, with a customer-centric mindset and a commitment to delivering exceptional service.
- Ability to work in regulated environments (Healthcare, Government, Education).
- Ability to read and understand technical manuals, procedural documentation, and OEM guides.

Benefits:

- Competitive salary with opportunities for performance-based bonuses.
- Comprehensive health, dental, and vision insurance plans.
- Ongoing training and professional development opportunities.
- Dynamic and collaborative work environment with opportunities for career growth and advancement.

Work Conditions:

- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other peripherals.
- Ability to sit for extended periods while working at a computer.

How to Apply:

If you are a proactive individual with a passion for IT and a commitment to providing excellent support, we encourage you to apply for this exciting entry-level opportunity. Please submit your resume and a cover letter detailing your relevant experience and qualifications to pappel@appeltechsolutions.com. We look forward to hearing from you!