



We are looking for full-time or part-time Help Desk Technicians for a fast-growing Birmingham-based technology company. Our ideal candidates are those who enjoy working within a team environment. We offer very relaxed and flexible work surroundings that are conducive to employees with a family or personal-time-focus such that we will consider flexible part-time schedules as well as full-time candidates. Ambit offers benefits and a bonus structure as well.

### **Relevant Skills and Knowledge**

- Customer-oriented with a positive attitude and patient disposition
- Previous experience with VoIP (FreePBX, Cisco Call Manager, ShoreTel, Mitel) or similar technology
- Previous experience in a high call/ticket volume office
- Passionate about technology with a desire to learn more about networking & VoIP
- Ability to diagnose and resolve complex technical/networking issues; familiarity with Linux is not required but certainly a plus.
- High attention to detail
- Fast self learner with a strong desire to learn
- Proficient use of the English language
- Excellent typing and written skills
- Excellent communication skills
- Problem Solver

### **Job Duties**

- Respond to client queries both over the telephone and via email as they relate to VoIP telephone systems, technical problems associated with Local Area Networks (LAN), Wide Area Networks (WAN), and specific client telephony platforms, including asking probing questions to determine the nature of the problem(s), multitasking to troubleshoot technical issues, and researching and problem-solving until the issue is resolved
- Be proficient in using FreePBX / Asterisk to assist with client requests and to suggest possible solutions to clients
- Serve as first point of contact to research and resolve complex/advanced tickets
- Follow up with customers to ensure the issue has been resolved
- Take initiative to grow in knowledge and gain training for advanced troubleshooting related to VoIP technology, Linux and FreePBX, and Asterisk software
- Identify and suggest possible improvements on procedures