

IntelliTrack, Inc. - 224 Schilling Circle - Suite 130 - Hunt Valley, MD 21031 - (888) 583 - 3008

IntelliTrack® Can Track and Manage Anything that You Can Tag or Barcode

IntelliTrack® Inc. is a leading provider and developer of comprehensive off-the-shelf software systems that integrate barcode, RFID, batch and WiFi data collection. IntelliTrack produces industry leading barcode-based software applications for inventory, and warehouse management operations. With a diverse customer base, we work with virtually every industry to control, track, and manage anything that can be tagged or barcoded. Uses are universal and are limited only by the imagination.

IntelliTrack's expertise is proven through its business consulting and professional software services. Our experienced staff ensures success with training programs, project implementation services, system requirements studies, and technical support. Specific requirements are met through custom modification programs and special application development. Providing over 13,000 installations worldwide, IntelliTrack has the experience to resolve the most complex data management issues.

IntelliTrack is committed to improving existing products and creating cutting-edge solutions. We constantly promote efficiency and effectiveness. Headquartered just north of Baltimore in Hunt Valley, MD, IntelliTrack's products are available through a network of partners and official distributors worldwide.

Technical Support Specialist

IntelliTrack is looking for an energetic customer service professional who enjoys helping people and solving problems. The candidate must be:

- An excellent listener and diagnostician,
- Patient,
- A Self-motivated "detective" or able to seek out information and answers when not readily available,
- Willing to go above and beyond to satisfy and help customers while following company procedure,
- Able to explain concepts and technical information to unskilled computer users,
- Able to apply their own methods of organizing information for their own use and retrieval and to work successfully in an unstructured environment,
- And able to work with a team
- Daily customer service to existing accounts.

Duties and Responsibilities

The candidate in this position will:

- Provide technical telephone support for our customers. Focus areas include technical phone support; call logging, documentation of incidents and incident resolution.
- Provide detailed and comprehensive documentation in a support database.
- Handle advanced technical support issues
- Ensure proper escalation of incidents
- Research, analyze and implement procedures for tracking issues as well as resolution of escalated incidents.
- Support Quality Assurance on product releases
- Assist sales team with conference calls and web-based sales demos.
- Provide training to end users on all products.

Requirements

The candidate must have experience with Microsoft Access and SQL databases, excellent verbal and written communication skills, a college degree and technical customer service experience.