

Mobile Computing Corp. Inc. (MCC) has a unique opportunity for a position filled with growth opportunities within the area of enterprise business solutions.

MCC prides itself in our Customer Service as this sets our company apart from others, not only in our support environment, but throughout the account management, pre & post implementation relationship.

In this position, you will provide Tier 2 and 3 support for the proprietary M-LINX™ ERP system including mobility platforms. This position demands a self-starter with the ability to adapt and be flexible in a unique work environment; and enjoys different challenges every day.

Responsibilities

- Troubleshooting / Issues Investigation
- Implementation Assistant / Specialist
- Problem ticket creation
- Time and priorities management
- Phone & Email Correspondence
- Collaborate with various departments
- On Call – Rotating
- Shifts to cover 7:00am – 8:00 pm Eastern (CLIENTS ON WEST-COAST)
- Creating/Maintaining Internal Support Documentation
- Work with 3rd party vendors as applicable (i.e.: customer networking partners)
- Proactively pursue self-instruction on all relevant technical topic
- Must work independently and be self-motivated
- Must be eager to learn new and emerging technologies and ramp up quickly
- Must have good oral and written communication skills

Skills / Qualifications

- Minimum 3 years technical experience with multiple platforms and systems including server, mobile and desktop configurations
- Ability to adapt and be flexible to unique environment and challenges and work independently as well as within a team environment
- High level of independent judgment and decision-making
- Background in Application Support, Customer Service, Software Integration, and Implementation
- Ability to work with different product life cycle phases
- Working knowledge of relational databases (SQL Server)

Competencies Qualifications

- MS Windows Server, MS SQL, MS Office
- FTP
- Scripting language knowledge —i.e.: PowerShell
- Virtual Machine Environments (understanding of it at minimum)
- Mobile Device Management tools (optional)

Working Environment

- Remote
- Have access to a stable high-speed internet connection
- Company provided Company VOIP access

Benefits

- Extended Health Care and Dental
- Profit Sharing