



Please email resume and cover letter to
jobs@rsitex.com.

IT Technical Support Specialist I

Since 1982, Renaissance Systems, Inc. (RSI) has been creating innovative solutions with IT, software development, and cloud services for enterprise clients throughout the United States. We take pride in our incredible employees who strive to provide an exceptional customer experience and we are seeking an IT Support Specialist in our Mexia, TX office who possesses the same passion and ethos. The ideal candidate will be a long-term part of the RSI family and will work closely with our engineers, project coordinators, and customers. RSI offers competitive benefits and the opportunity to learn extensive skills to build your career with. If you possess a positive attitude, want to learn technologies and skills, grow your career, and work well with others, then we encourage you to apply.

Primary Duties/Responsibilities:

- Provides technical support—identifying, investigating, and resolving users' problems with computer software and hardware and escalating to systems engineers if necessary.
- Applies knowledge of computer software such as Microsoft Office 365, Windows OS, Apple iOS, and Android; ability to troubleshoot hardware and networking issues by using procedures to solve problems.
- Opens and closes service support tickets within RSI's CRM and other applications used by client
- Collaborates with other employees to research and resolve problems.
- Assists Project Coordinators in obtaining quotes, developing SOW's, and proposals
- Assists with documentation and other client deliverables.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Develops and communicates department projects and goals.
- Maintains knowledge of technology innovations and trends.
- Performs other related duties as assigned.

Required Skills/Abilities:

- Basic understanding of Windows Operating Systems, Apple iOS, Android, computer hardware, and networking.
- Proficient in Microsoft Office 365 Applications: Word, Excel, PowerPoint, Sharepoint
- Understanding of basic routing and switching concepts
- Ability to learn to set up a small office
- Is committed to excellent client service and operational excellence
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Superior understanding of computer hardware and software systems.
- Excellent time management skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Proficient with Microsoft Office Suite or related software.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Proficient with or the ability to quickly learn an array of computer hardware and software.

Education and Experience:

- Working towards or possesses an Associates or bachelor's degree in Computer Science or related field, or equivalent work experience
- At least two years of related experience required, 3 years preferred.

Physical Requirements:

- Prolonged periods sitting/ or standing at a desk and working on a computer.
- Ability to lift up to 35 pounds at times unless you have a physical disability.

Other Requirements:

The ideal candidate must able to pass a criminal background check, drug screening, possess a valid driver's license, car insurance, and be a US Citizen or eligible to work in the US.

For more information: please visit www.rsitex.com.