



## Technical Services Agent

Please provide your salary requirements and send your resume to [careers@icrcompany.com](mailto:careers@icrcompany.com) in Word or PDF format.

### Duties and Responsibilities:

- Provides primary and secondary level customer support to customers via phone, email and remote computer connection for software and hardware used in acquisition and processing of X-Rays.
- Creates, manages and documents cases in CRM.
- Utilizes customer service skills to negotiate priorities and callback expectations in order to meet and exceed customer service requirements.
- Monitors the performance of hardware and software systems and ensures they are fully operational.
- Composes and edits knowledge base articles.
- Tests newly developed products to ensure quality in advance of general release.
- Adheres to and assists in developing customer service processes.
- May travel by car and airplane to end-user sites for installations and repairs.

Other essential duties may be assigned consistent with the general scope of the position.

### Desired Skills, Experience & Qualifications:

- Must be able to promptly solve customer service related issues and adapt to a fast changing environment with ease.
- Demonstrates organizational skills and ability to prioritize tasks.
- Possesses strong interpersonal skills in order to effectively communicate verbally and / or by e-mail and build effective relationships with customers.
- Must be self-motivated and possess integrity and initiative as well as dedication to teamwork and commitment to excellence while meeting deadlines.
- Proficient with operating systems (Windows and Linux).
- General exposure to technology infrastructure concepts and troubleshooting process such as host hardware, software, virtualization, storage, wired / wireless networking (AP setup / diagnosis / security).
- Experience configuring VPN and client connectivity.
- Four (4) years minimum experience in technical support. Any extra experience in document control, records and information management in the medical device industry is a plus.
- Experience with Electronics, Image Processing or Radiology is a plus.
- Must be able to pass a background check.
- Must be able to lift objects weighing up to 50 lbs.
- Bilingual Spanish highly desired.
- Bachelor's degree preferred.
- Local candidates are highly desired for this position.

**In addition to a competitive base salary and commission, iCRco offers a company-matched 401k, paid vacation and health benefits.**

### About the Company:

iCRco is an independent leader in the design and manufacture of digital imaging hardware and software for over 27 years. Headquartered in Goleta, iCRco now serves in over 90 countries with steady growth in the U.S. market and strongholds in the Asian and Latin American market.

iCRco is an ISO 13485 Certified Company with Medical CE, HIPAA and DICOM compliant products that are FDA approved.