



About Skynet

Skynet Healthcare connects residents and caregivers through proprietary smart community technologies. Based in Palm Harbor, Florida, Skynet Healthcare enables care solutions for the entire senior care continuum. Our customers rely on our real-time location monitoring, using intelligent wearables that improve staff workflow efficiencies leading to better outcomes in quality of care.

We leverage our deep understanding of RTLS technology and state-of-the-art data assessment to help our senior living communities.

Technical Support Representative

Technical Support Representatives will provide remote and onsite technical and network problem resolution to end-users (customers) by performing a question diagnosis while guiding users through step-by-step solutions. Solutions include, but are not limited to, resolving username and password problems, uninstalling/reinstalling basic software applications, verifying proper hardware and software set up, power cycling equipment, assisting with navigating around application menus and troubleshooting email issues and entering in tickets. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner both on the phone and in person. Representatives will perform related work as required.

Responsibilities

- Deliver service and support to end-users using phone, software, remote connection or over the Internet
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Research required information using available resources
- Follow standard processes and procedures
- Identify and escalate priority issues per Client specifications
- Redirect problems to appropriate resource
- Accurately process and record call transactions using a computer and designated tracking software
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Organize ideas and communicate oral messages appropriate to listeners and situations
- Follow up and make scheduled call backs to customers where necessary
- Stay current with system information, changes and updates

Required Skills:

- Proper phone etiquette
- Windows /Apple iOS environment is a must
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- Knowledge of relevant software computer applications and equipment
- Knowledge of customer service principles and practices
- Willingness to co-operate with others and work to the greater good
- Multi-tasking capabilities



- Must be flexible with schedule.
- Exemplary Attendance and Punctuality
- Maintains effectiveness when experiencing major changes in personal work tasks or work environment adjusts effectively to work within new work structures, processes, requirements, or cultures.
- Focuses and guides self and team members in accomplishing work objectives.
- Makes customers and their needs a primary focus of one's actions developing and sustaining productive customer relationships.
- Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
- Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
- Must be able to sit for long periods of time
- Position requires 40% travel
- Position requires use of headset/microphone
- Driver's License and Passport
- Light manual labor will be required

Education and Certification:

- High School diploma or GED equivalency; Bachelor's Degree preferred
- Must have basic knowledge of electrical, IT and networks
- Must be proficient with Microsoft Office

Benefits:

Skynet offers Dental, Life, Medical and Vision insurance. Gym reimbursements. Excellent work-life balance. Great company culture! We're high-tech and fast paced and have a friendly, fun, team environment.