Technical Support Representative

Do you enjoy talking to people and helping them overcome technical problems? Do you like to test software and hunt down potential issues? Are you interested in gaining hand-on project experience? Are you comfortable in a casual but professional work environment? If you answered yes to all of these questions, then our Technical Support position may be the right fit for you and you may be the right fit for Productive Systems.

In this multi-faceted position, you will:
- Provide product support for phone, e-mail and Web-based support requests
- Assist clients with installing, using, and integrating our software
- Write and debug client application interface scripts
- Log, document and track support tickets, product defects and proposed enhancements
- Assist developers in testing new software releases and in setting up environments to reproduce client problems

Interested? Then read on. Here's what we're looking for in the ideal candidate:
- Previous help desk experience
- Excellent customer service and communications skills
- Experience with Windows Server 2003 or later; Windows desktop XP or later; Unix or Linux (HP/UX, Solaris, AIX, SCO, SVR4, Red Hat, SUSE)
- Scripting skills
- Familiarity with Windows-based graphics programs, the C programming language, PHP and HTML
- Familiarity with desktop sharing software to assist our clients

It would also be a big plus if you have or are currently enrolled in an undergraduate program pursuing a technical degree.

Located in Orion, Michigan, Productive Systems is a software firm that provides its clients with document generation solutions. We are a small team that works in an upbeat, technocracy-free environment with the goal of finding solutions for our clients to help them succeed.

Productive Systems adheres to a policy of equal employment opportunity. All employment decisions are made without regard to race, religion, age, sex, color, national origin, disability, veteran status or any other protected characteristic as established by law and in full compliance with all US federal and state laws. Applicants must be legally authorized to work in the United States. The number and type of employment opportunities available with Productive Systems vary. You must be authorized to work in the United States. Productive Systems does not provide sponsorship for employment visa status. No material contained in this job posting, nor anything in a formal employment application or the granting of an employment interview, should be construed as a promise of employment.

To apply send your resume to resumes@flexform.com