

# REMOTE CLIENT ENGINEER

VERMILLION, SD

Erickson Solutions Group currently has an internship position available in our Vermillion, SD office. The role is ideal for an individual who is looking to gain knowledge and skill in the Information Technology industry.

## Role and Responsibilities

Tasks include returning client calls, answering the phone for inbound client support calls, and updating/managing trouble tickets.

On-the-job training is provided on the technical aspects of the job which will (over time) include remotely assisting clients via desktop connection software, documenting solutions and processes, and responding to e-mails. Additionally, there are opportunities to implement new solutions, collaborate with vendors, and advise clients on technology best practices. This is a client-facing role, with exposure daily to end-user questions, network/desktop troubleshooting, and the opportunity to both learn and apply new skills.

A typical day for an RCE may involve a morning meeting with the Remote Support Engineering Team and Client Coordinator to discuss open tickets and priorities, followed by time spent working with clients both over the phone and over remote connections to their environments. Occasionally a RCE may visit a client site during project efforts or to continue a ticket they began remotely. The role is ideal for an individual who enjoys solving problems, is expanding their career in Information Technology, and is passionate about customer service

## Minimum Qualifications

- Experience in customer service, hospitality, retail, engineering, medical, a call center, or business operations
- Problem solving is your thing
- You are well versed in Windows 10, and getting around Microsoft Office (365 Web, Desktop Word/Excel/Outlook)
- You work well as part of a team but can also be a self-starter and work through a task list
- Customer service comes naturally to you

## Salary

This position is planned for 15- to 25-hours-per-week. Hours are flexible and able to be adapted to accommodate a course schedule. Starting pay is based on skills and experience. Pay range for position is \$15/hr - \$17/hr.

## About Us

Erickson Solutions Group (ESG) is a technology management company that provides services to businesses, schools, and non-profits throughout the Midwest from our offices in Overland Park, Kansas, and Vermillion, South Dakota. We believe very strongly in PARTNERING with our clients to be not just a vendor, but a driver of growth, proactive management, and employee satisfaction/retention for our clients.