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Job Title: Technical Support Analyst

Job Description:

This position provides an opportunity to work in the fast growing media and web applications space on TableTop Media's market-leading devices. Here you will work with a team that is dedicated, passionate, focused on customers and growth. You will have the opportunity to be exposed to many aspects of the software system and to provide leadership in the team.

This role is part of TableTop Media's Mission Control team, which will provide outstanding technical support for restaurants with our innovative, custom hardware/software solution.

Job Requirements:

- Monitor status of installed systems
- Answer support calls from restaurant staff
- Proactively contact restaurant staff to address potential issues
- Occasionally visit restaurants to provide support and/or training
- Participate in root-cause analysis of technical issues
- Availability for flexible hours and/or on-call support
- Create documentation describing support processes and procedures
- Log all issues from occurrence through resolution

Qualifications:

- College Degree (preferred)
- 2-5 years experience in technical support
- Call Center or help desk experience
- Working knowledge of wireless networking
- Working knowledge of Point of Sale Systems
- Restaurant staff or management experience preferred
- Excellent written and verbal communication skills
- The ability to research and resolve problems independently in a dynamic environment
- Understanding and working with leading edge application technologies
- Experience working with Microsoft Office applications for documentation purposes
- Excellent written and verbal skills is a must

We're searching for an independent self-starter who is capable of establishing priorities, managing time, meeting deadlines, driving customer issues to quick and complete closure, and working well within the team. This person must be flexible and capable of working in a fast paced, dynamic business group.

Strong verbal and written communication skills are essential. The ability to network and establish cross-functional relationships is needed to work effectively with cross-functional teams to acquire knowledge, and drive system solutions.