

# Technical Services Engineer – Exton, PA

Are you motivated and ready to build your career? Are you a quick learner that thrives in a fast-paced environment? Come join our World Travel, Inc. Team as a **Technical Engineer** and enjoy the benefits of being Employee Owned!

As a member of the Information Technology team, you will provide a key supporting role to ensure that employees can work effectively and efficiently. This is an entry-level position with the opportunity for promotion. You will own your success.

Your ability to solve problems and communicate clearly, and be patient, are the keys to your success along with a technical understanding of computers, including various hardware, software, and networking.

## 1. Core Responsibilities

- Taking initial employee end-user inquiries for assistance with troubleshooting various hardware, software, and networking issues
- Recognizing when to escalate end-user issues to Tier 2
- Logging inbound issues; collecting data for analysis of key performance indicators and opportunities for process improvement

## 2. Minimum Qualifications

- Some work experience in end-user help desk setting strongly preferred
- Superior communication skills
- Superior customer service skills
- Growth mindset – you enjoy challenges and demonstrate that you seize opportunities to learn, improve, develop, and grow.

## 3. Other Important Information

- This position is not a remote position. You will commute to the company's Exton, PA office between the hours of 8am – 5pm.
- Position will participate in an after-hours on-call rotation.
- This job description is intended to describe the general nature and level of work being performed by the person in this position. This is not intended to be a complete list of all duties, responsibilities, and/or skills required. Other responsibilities that may be assigned from time to time, to address organizational needs.
- World Travel, Inc. is an equal opportunity workplace. All qualified candidates will be considered.
- If you have a disability or any special needs that we might need to accommodate, please let us know.
- People who hold this position should be prepared to sit for long periods of time, use multiple computer screens, and be able to view them for long periods of time. Lifting objects (boxes) may be required from time to time.