

## One Key Support Analyst (Remote Position)

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$18.00 to \$18.00 hourly  
**Employment status:** Contract / Temporary to Hire

### Description

We are seeking a One Key Support Analyst to join our team in Milwaukee, Wisconsin. This role offers a contract to hire employment opportunity, where you will be part of the customer experience team providing technical support for our One Key products and services.

#### Responsibilities

- Conduct software and hardware issue analysis, identifying suitable solutions
- Provide technical support for account setup and network configuration
- Ensure all issues are logged and managed appropriately
- Provide superior customer service and support, focusing on continuous improvement
- Work under pressure to accomplish tactical and strategic initiatives in a timely manner
- Follow up with clients to confirm their systems are fully operational post-troubleshooting
- Prepare timely and accurate reports
- Document technical knowledge for reference purposes
- Perform basic Active Directory functions such as account creation and group modification
- Work collaboratively with internal/external teams to maintain a robust, stable computing environment
- Make technology recommendations and changes based on data-driven analysis
- Support Enterprise technologies at the client level.

### Requirements

- Minimum of 2 years of experience in a customer support or technical support role
- Proficiency in providing technical support for desktop applications
- Demonstrated experience in application support
- Excellent customer support skills and ability to manage customer expectations
- Proven experience in end-user support, preferably in a similar role
- Ability to deliver superior customer service consistently
- Capability to resolve customer service issues effectively and efficiently
- Proficiency in Microsoft Teams
- Strong communication skills, both written and verbal
- Ability to work independently and within a team
- Strong problem-solving skills and ability to troubleshoot technical issues
- Willingness to continually learn and stay updated with industry trends and new technologies
- Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent work experience is preferred.

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