Keller Williams Real Estate Company  Technical Support Representative - Entry Level

Technical Support Representative - Entry Level Job Purpose: Provides technical support to users by researching and answering questions; troubleshooting problems; updating and maintaining company websites; Social media; maintaining workstation and LAN performance.

Technical Support Representative - Entry Level Job Duties:

- Provides answers to agents/management by identifying problems; researching answers; guiding through corrective steps.
- Improves agent/client reference material by writing and maintaining documentation.
- Participates in development of agent training programs by identifying learning issues; recommending instructional language, individualized training/setup for new agents.
- Accommodates disabilities by recommending devices and techniques.
- Avoids legal challenges by monitoring compliance with service agreements.
- Improves system performance by identifying problems; recommending changes.
- Updates job knowledge by participating in educational opportunities; maintaining personal networks.
- Accomplishes information systems and organization mission by completing related results as needed.

Skills/Qualifications: Problem Solving, LAN Knowledge, Verbal Communication, Operating Systems, Customer Service, Quality Focus, PC and Mac Proficiency, System Administration, Some marketing knowledge or real estate knowledge a help.

Interested parties, please send resume to:

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