

Getting there
happens here.

Infrastructure Technical Support, Technician - Associates Degree Grad

As an Infrastructure Technician you will be responsible for providing remote technical support expertise in a complex information infrastructure environment with the need to integrate Dell Technologies products and systems with other Dell Technologies and non-Dell Technologies computer systems being operated by customers. Ability to convey sophisticated ongoing technical system support is critical to, and an essential component of, both Dell Technologies' business operations and the business operations of Dell Technologies customers.

In this role, you will apply your technical support expertise to resolve customer issues. Responsible for providing telephone, email, chat and remote diagnostic technical support of assigned products. Works closely with peers and internal subject matter experts to increase knowledge and resolve customer issues. Identifies and provides resolutions to technical problems.

Essential Requirements

- Associate's degree (completion Fall 2020 - Spring 2021) in Computer Science, Computer Engineering, Electrical Engineering or related field
- A desire to work with Customers
- Technical curiosity & an interest in pursuing technical certifications as part of onboarding
- Ability to provide solutions for customers with challenging expectations.
- Maintains/builds relationships with other groups that impact the technical aspect for phone support (e.g. tool content teams, product group).
- Participates with leaders to determine focus areas for technical improvements (e.g. establishes targeted mentoring programs, consults on incentives related to technical performance).

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Req R083478