



Associated Time & Parking Controls

Customer Technical Support Representative

Associated Time and Parking Controls is seeking a Technical Support Representative for our Dallas, TX office located at 9104 Diplomacy Rd. to assist customers with software and hardware installation, resolving customer questions or issues relating to Time and Attendance systems.

Candidate must possess networking knowledge, experience on Microsoft SQL a plus, Windows operating systems, and Windows Servers. Able to handle multiple tasks, good organizational skills, and work under deadlines. Ideal candidate will also have customer service, payroll, FMLA experience.

Some travel may be required. This position requires working with various levels of users and IT staff with differing levels of expertise.

Position will be required to troubleshoot network issues relating to hardware and software to include firewalls, proxy servers, and routers.

Will work with MS SQL servers, to include connectivity, maintenance plans, and scheduled tasks.

Will use various methods to connect remotely to customer pc's and servers.

Will troubleshoot various MS Windows operating systems to determine if the OS is the cause of an issue.

Will install and configure 3rd party applications as required for payroll interfacing.

Will also perform other tasks as assigned.

Resumes may be emailed to: careers@associatedtime.com

Corporate Office- Dallas: 9104 Diplomacy Row • Dallas, Texas 75247 • Phone (214) 637-2763 • Fax (214) 688-0411

Austin: 4020 S. Industrial Drive, Suite 150 • Austin, Texas 78744 • Phone (512) 693-9200 • Fax (512) 693-9091

Houston: 1217 West Loop North, Suite 190 • Houston, Texas 77055 • Phone (713) 263-1366 • Fax (713) 263-8154

New Orleans: 1447 West Lindberg Drive, Suite 204 • Slidell, Louisiana 70458 • Phone (985) 781-3929 • Fax (985) 781-3950

NW Arkansas: 9 Hemsworth Lane • Bella Vista, Arkansas 72714 • Phone (479) 435-1361 • Fax (479) 855-4642

Salt Lake City: Phone (801) 514-4883