TiPSS
TiTAN PUBLIC SAFETY SOLUTIONS
Your Partner In Public Safety Software

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Position:	**Technical Services Specialist**
Company:	**Titan Public Safety Solutions, LLC**

Job Location:	Madison, WI (Eastside)
Start Date:	Negotiable

Contact:	Melanie@tipssllc.com
	Submit Resume and Cover Letter for consideration
	Applications accepted until the position is filled
	Interviews begin in August, 2016

Employment Term:	Regular
Employment Type:	Full Time (3/4 time possible)
Work Hours:	Flexible
Starting Salary Range:	Competitive Salary, Benefits, and Annual Bonus

Required Education:	IT Related Degree Preferred (or 3+ years of experience)
Required Experience:	Experience Preferred
Required Security Clearance:	Background Check Required
Related Categories:	IT

Company Information

Titan Public Safety Solutions, LLC (TiPSS) is a well-respected, customer-oriented, public safety software company located in Madison, Wisconsin at the eastside American Center Business Park. Our products include a highly regarded suite of law enforcement, parking ticket management, municipal court, and cashiering software solutions for cities, towns, and villages. Business and personal ethics, integrity, and a high standard of behavior are what sets us apart from our competitors. We value our Employees as friends and collaborators and recognize that it is our different backgrounds, skills, and personalities that create an environment steeped with enthusiasm and respect. We are excited about our work and we think it shows!

Benefits include: Flexible hours (full or ¾ time available); competitive salary and annual bonus; paid holidays, vacation, and sick time off; and Simple IRA requirement plan.

Position Description

TiPSS has a fulltime opportunity available for a bright, hardworking, dependable, and personable individual who has an aptitude for working with computers and the desire to learn something new every day. The ideal candidate has experience with office technology and is excited by new challenges and opportunities. This position offers great potential for growth and skill development for someone with a passion for technology.

Primary Responsibilities:

- Provide internal and end-user technical support in a Windows-based environment
- Install, configure, and troubleshoot hardware, software, and networks
- Maintain office anti-virus, malware, system backup, and email software and procedures
- Create and maintain technical, operational, and installation documents
- Investigate and develop skills in new technologies
- Provide technical customer support and assistance remotely and in-person
- Perform software installations and upgrades remotely on customer networks
- Manage customer installation schedules

- Prepare for customer training ensuring equipment is operation and materials are available
- Create SQL queries and deliver data driven reports
- Participate in software testing and quality assurance
- Participate in software demonstrations and sales
- Communicate with team members and customers in a courteous and effective manner
- Perform basic office administration and assistance
- Assist with special projects and research as needed

Desired Qualifications:
- Degree in IT related field or experience in hardware, software, or networking
- Desire to learn and excel in a technical environment
- Ability to work independently or in a team environment
- Good written and oral communication skills
- Project management and organizational skills
- Strong customer service and problem solving skills
- Capable of multi-tasking in an ever changing environment
- Proficient in a Microsoft hardware, server, and software environment

Office Environment:
- MS Windows 8 - 10
- MS Small Business Server
- MS Exchange (email server)
- Microsoft Office Suite
- MS SQL 2005 – 2014
- Virtualization technologies such as VMWare or Microsoft Hyper-V
- SOS Business Online Backup System
- Threat Track Anti-malware (Vipre Enterprise Antivirus)
- Go to Assist and TeamViewer (remote support tools)

Development Environment:
- Visual Studio 2015
- Visual Studio Team Services
- Visual Basic 6 & Crystal Reports