

Job Title: Service Desk & Support Technician

Location: RMS Omega – Baltimore, Maryland Office

Department: Sales | Status: Full-time Employee

About RMS Omega

At RMS Omega Technologies, we're passionate about improving outcomes through strategic technology solutions. We are a leading systems integrator of advanced tracking and automated data collection solutions utilizing RFID, mobile data collection, barcode printing, scanning, and wireless RF networking. If these types of technologies excite you, we would love for you to join our team.

Job Description

In this key role, the Service Desk & Support Technician is responsible for effectively resolving and troubleshooting customer problems related to advanced tracking and automated data collection technologies. The Technician must be capable of effectively communicating with clients, identifying and resolving technical issues. They will also work on customer device configurations and deployment activities.

The Service Desk & Support Technician will report to and be assigned tasks by the Service Desk & Support Manager working closely with all Technical Service team members. To meet these demands, the Service Desk & Support Technician must be able to:

- Test and assess issues related to advanced tracking and automated data collection hardware, including operating systems, such as Android and Windows
- Document user requests and update client trouble tickets with issue status
- Have knowledge of relevant industry standards for advanced tracking and automated data collection solutions
- Understand service management best practices
- Effectively communicate with non-technical customers, including the ability to be influential and persuasive with stakeholders
- Manage time effectively and make informed decisions while working through resolutions
- Ensure that all processes are thoroughly documented, consistently audited, and regularly improved
- Understand logistical support requirements for warehouse operations that support the Service Support functions – product receiving and shipping, tracking, parcel, etc.

- Successfully complete the timely configuration and deployment of customer devices

Requirements

- 3+ years of experience in a technical support role
- 3+ years of experience in customer-facing roles
- Strong technical background in advanced tracking and automated data collection solutions utilizing RFID, mobile data collection, barcode printing, scanning, and wireless RF networking
- Experience interacting and communicating with customers and business stakeholders
- Presentation and written communication skills; high degree of comfort with technical and business audiences
- Progressive analytical and troubleshooting skills
- Highly self-motivated and directed, with keen attention to detail
- Proven analytical and creative problem-solving abilities
- Able to prioritize and execute tasks in a high-pressure environment
- Ability to work in a team-oriented, collaborative environment
- Willing to be mobile and travel to client locations as needed. Estimated 10% travel requirement.

Education

- Bachelor's degree; certifications, and/or equivalent years of experience
- Familiarity with industry compliance and security standards such as PCI DSS, SOC-1&2, ISO 27001, HIPAA, FDA, etc.
- Vendor and industry certifications are highly desired

Compensation & Benefits

We offer a competitive compensation and benefits package, including:

- Comprehensive health insurance, dental, and vision coverage.
- Short- and Long-Term Disability insurance.
- Company-paid Life Insurance contributions.



- 401(k) match to help you plan for your future.
- Flexible PTO policy, including holidays and sick leave.

Join Us!

If you want to help organizations large and small, design, deploy, manage, and service RFID, barcode, data collection, wireless, mobility, and location technology, you've come to the right place. To apply, please submit your resume, cover letter, and salary requirements. All applicants must be authorized to work in the United States and must be able to commute to the Baltimore office.

To inquire, please email careers@rmsomega.com.