

Job Title: Service Desk & Support Technician

Location: RMS Omega – Rosedale, Maryland Office / Locust, NC Office

About RMS Omega

RMS Omega Technologies is a leading systems integrator specializing in advanced tracking and automated data collection solutions, including RFID, mobile computing, barcode printing and scanning, and wireless networking. We partner with customers across multiple industries to design, deploy, and support technology solutions that improve operational accuracy, efficiency, and compliance.

Position Summary

The Service Desk & Support Technician is responsible for delivering consistent, high-quality technical support and operational services within a structured service management environment. This role supports customer issue resolution, device configuration and deployment, logistics operations, and ongoing device lifecycle management, while operating within defined ConnectWise Manage service desk and project workflows.

The Technician is accountable for maintaining ticket accuracy, adhering to service-level commitments, properly classifying work and time entries, and contributing to reliable reporting and operational visibility.

This position reports to the Service Desk & Support Manager and works closely with Service Desk, Configuration, and Engineering teams.

Key Responsibilities

Service Desk & Ticket Management

- Diagnose, troubleshoot, and resolve technical issues related to advanced tracking and automated data collection hardware and software, including Android- and Windows-based devices
- Create, manage, and resolve service tickets within ConnectWise Manage in accordance with defined ticket lifecycle standards (status, ownership, prioritization, and closure requirements)
- Ensure accurate, timely ticket updates, including internal notes, customer-facing communication, and documented resolution steps
- Adhere to service-level agreements (SLAs) by prioritizing work based on ticket priority, business impact, and contractual obligations
- Escalate issues appropriately based on defined thresholds and collaborate with Engineering or Configuration teams as required

Time, Workflow, and Reporting Discipline

- Accurately enter time against service tickets, activities, or project tasks using appropriate work roles and types
- Distinguish between billable, non-billable, and internal work in alignment with operational and financial reporting requirements
- Support clean handoffs between Service Desk tickets, project tickets, and deployment or configuration workflows

Device Configuration, Deployment, and Logistics

- Support device staging, setup, configuration, testing, and quality assurance prior to customer deployment
- Perform shipping and receiving activities related to customer device deployments, including inbound inspection, outbound fulfillment, labeling, and carrier coordination
- Support customer spare pool and inventory management, including asset tracking, replacement coordination, RMA processing, and lifecycle status updates
- Maintain accurate device asset and configuration item (CI) records, including serial numbers, models, ownership, and deployment status

Process and Continuous Improvement

- Follow IT service management (ITSM) best practices and established standard operating procedures
- Contribute to documentation, process refinement, and continuous improvement efforts based on recurring issues, ticket trends, and operational feedback
- Maintain audit-ready documentation and configuration accuracy for customer environments

Required Qualifications

- Minimum of 1 year of experience in technical support, service desk, or related technical services role
- Minimum of 1 year of experience in a customer-facing professional environment
- Experience supporting device lifecycle operations such as staging, kitting, shipping and receiving, asset tracking, and deployment logistics
- Strong written and verbal communication skills, with the ability to communicate effectively with both technical and business stakeholders
- Proven analytical and troubleshooting skills with strong attention to detail
- Ability to manage competing priorities and execute tasks effectively in a structured, SLA-driven environment
- Ability to work collaboratively within a team-oriented environment
- Willingness to travel to customer locations as required (estimated travel requirement of approximately 10%)

Preferred Qualifications

- Minimum of 3 years of experience in technical support, service desk, or related technical services role
- Minimum of 3 years of experience in a customer-facing professional environment
- Strong technical background in advanced tracking and automated data collection technologies, including mobile computing, RFID, barcode scanning and printing, and wireless networking
- Demonstrated experience with Mobile Device Management (MDM) / Enterprise Mobility Management (EMM) platforms, including device enrollment, policy management, application deployment, OS updates, and compliance enforcement
- Hands-on experience with SOTI MobiControl and/or 42Gears SureMDM
- Experience with other MDM/EMM platforms providing equivalent enterprise mobility management capabilities
- Prior experience working within ConnectWise Manage or a comparable PSA platform
- Vendor or industry certifications related to mobility, AIDC technologies, or IT service management

Education

- Bachelor's degree, relevant technical certifications, and/or equivalent professional experience

Required Training & Certification

As a condition of employment, employees in this role are required to successfully complete mandatory safety and operational training programs, including the attached Operator Training Course, which is designed to ensure compliance with OSHA standards for powered industrial truck (PIT) operation.

- This training will be provided by RMS Omega on an annual basis
- Successful completion of the training is required for initial employment and continued employment
- Training includes classroom instruction, practical operation, and formal evaluation
- Certification documentation will be issued upon successful completion and maintained in accordance with regulatory and company requirements

Failure to successfully complete or maintain required training certifications may impact eligibility to perform job duties involving equipment operation.

Compensation & Benefits

- Competitive compensation and benefits package commensurate with experience, including:
 - Dental and Vision Insurance
 - Short- and Long-Term Disability
 - Life Insurance Contribution
 - 401(k) Match
- Health insurance coverage
- Flexible PTO, holidays and sick time

At RMS Omega, we work as a team to accomplish goals. We're looking for someone who is a team player and excited to learn new things. If you think you would be a good fit, please submit your resume, cover letter, and salary requirements.

All applicants must be authorized to work in the United States.

To inquire, please email careers@rmsomega.com.