

## Software Support Professional

We are seeking a software technical support professional experienced in telephone support, troubleshooting and customer education. Strong analytical skills and ability to work both independently and as part of a team are essential. We prefer candidates that are confident and capable of working in a group of talented, intelligent individuals. We are a small, local, quickly growing business with over 25 years of stable, successful operation.

This is a software support position, but it also requires the candidate to be able to assist customers with a range of technology and some accounting issues. It is a challenging role and takes time to learn. The ability to receive and learn from constructive criticism, both while on and off calls with customers, is a requirement.

The technical support position is scheduled Monday through Friday, daytime hours. You will also share rotating, on-call duties. Overtime may be occasionally required. Full-time employment includes an incredible benefits package. Benefits consist of Medical/Dental, HRA, Retirement, PTO, and Paid Holidays (details will be provided).

If you like working for a small business, or have worked for a large company in the past and have felt that your talents were underutilized, this could be a good position for you. Interested candidates may reply with an updated resume and a brief cover letter explaining how your personality and experience may fit the position.

### Responsibilities include:

- Provide customer education, troubleshooting, and support for several software suites developed by our company.
- Technical support for connectivity, e-mail, hardware, and secondary issues.
- Remain current on internal processes, procedures, and training used for managing customer technical and accounting issues.
- QA software testing.
- Utilize all available tools to analyze customer issues, provide communication on internal databases and ensure exceptional documentation on customer accounts.
- Quickly learn and troubleshoot a wide range of issues and software problems.
- Must be punctual, reliable, and have consistent attendance.
- Overtime and on-call, as needed.
- Work with General Manager and President of company in setting and achieving goals.
- Ensure delivery of department goals and objectives.
- *Other duties may be assigned to meet business needs.*

**Qualifications and Skills Required:**

- Strong analytical skills.
- Excellent problem solving and communication skills.
- Must be extremely detail oriented with respect to documentation and communication.

**Education/Training/Experience Requirements:**

- High school diploma or equivalent required.
- Minimum two years customer service with great phone and communication skills.
- Expert knowledge of Windows (XP to 10), including basic networking.
- The ability to troubleshoot software issues.
- Understand basic accounting and auditing procedures.
- Ability to take ownership and work independently to resolve customer concerns.
- Creativity and ability to laugh!