

Customer Support Agent

Job Responsibilities:

- Responding to Help Desk requests for technical assistance either in person, via phone and/or electronically.
- Diagnosing and resolving case management software issues.
- Researching questions using technical information resources.
- Advising users on appropriate actions.
- Following standard Help Desk procedures.
- Logging Help Desk interactions using support ticket system
- Redirecting problems to appropriate resources (Development, QA, PMO)
- Identifying and escalating situations requiring urgent attention.
- Tracking and routing problems; requesting and documenting resolutions.
- Staying current with technologies, system information, changes and updates.
- Providing Technical Support to remote users via telephone.
- Providing support for Data Backup procedures, including tape backup rotation and tape library maintenance.
- Training users on technical material.
- Working off hours and weekends **when required** and assisting in other tasks as needed.

Required Skills:

- Previous Customer Service experience **required**
- Bachelor's Degree in Business, CIS, CS and/or related field **preferred**
- Five (5) years of experience in fundamental operations of relevant software, hardware and other equipment
- Knowledge of relevant Call Tracking applications
- Knowledge of and experience with Customer Service practices
- Friendly presence and helpful attitude
- Solid interpersonal skills and ability to work well with others
- Professional demeanor
- Good oral and written communication skills, **including the ability to read and write English**
- Solid Problem Analysis and problem-solving skills
- Must be organized and have excellent attention to detail