

Client Support Specialist – Software

If you are a great team player with exceptional technical skills, you may qualify for this position. We are a national company with an international footprint looking for the best of the best in the technical support industry.

The Client Support Specialist (CSS) must be able to work in a support center environment. Following the documented Incident Process, the CSS's primary responsibility is performing Client support for system related operational issues.

The perfect person will love having the challenge of these new job responsibilities:

Remotely resolve client operational issues

- communicate with clients through phone & email, to remotely resolve problems
- determine priority based on problem and documented guidelines
- verify resolution of problem with the client
- follow escalation process outlined for that type of problem or for specific client

Record information into the appropriate company systems

- document, verify and make appropriate corrections to the incident record and client profile
- ensure thorough documentation of problem description and all subsequent activity

Contribute as a team member

- participate in team meetings and activities
- write knowledge articles based on lessons learned in resolving client issues
- participate in special projects as assigned to continuously improve processes, tools, systems and organization
- actively develop job related technical skills
- participate in planning and implementing personal and career development activities

We want you to be successful in this position so look over the following knowledge, skills and abilities you will need in order to succeed in this exciting position:

- Technical/Associates Degree preferred in computer-related field of study
- Technical certifications through military or on-the job training acceptable
- Bilingual (Spanish as a primary second language is preferred. French is also acceptable.)

Qualified candidates will have demonstrated strength in at least one of the following areas and possess capacity to learn the skills associated with the other areas:

- 2 years technical help desk or support environment preferred
- 2 years experience in a position requiring interaction with public in service capacity preferred
- 3 years+ providing informal pc support in school, work, or peer group environment is acceptable.

Our company is a fun, fair, open and honest environment. We offer competitive wages and incentives. The perfect person will love having the challenge of these responsibilities. If you have the desired skill-set and can fulfill these requirements, please send us your resume. We would love to have you as part of our Team.