Software Support Specialist – Tier 2
integraSoft, Inc.
Bettendorf, IA

integraSoft, Inc., formerly Tech Systems, Inc., is a leader in strategic application software for the wholesale distribution industry. We are seeking a Linux Solution specialist to help us design and deliver Linux centric service offerings to internal and external customers, enabling them to maximize value of our solutions. This position provides a foundation for growth within our company and is based in our Bettendorf, IA headquarters. Our products are some of the most robust on the market. We have a strong customer base, are growing and evolving by bringing new Cloud-based solutions and services to market. Let's GROW together!

Summary:
This position is responsible for providing excellent Customer Service/Support to our clients by analyzing and providing technical support to the Software/Client issues on a daily basis. Duties includes but are not limited to; fielding inbound phone calls, web or email communications to troubleshoot and identifying connectivity, set-up, data or program issues and resolving client incidents, follow up on defects and provide documentation and reproduction steps.

Responsibilities:

- Provide tier 2 advanced technical support for clients nationwide to resolve issues regarding IntegraSoft software suite.
- Review and become technically proficient in the use of all IntegraSoft related software and communications platforms, products and processes deployed by IntegraSoft.
- Communicate with management team and IntegraSoft development to improve product functionality, resolve issues, and improve customer satisfaction
- Provide and apply advanced diagnostic procedures with user by telephone, remote connection or email, and be able to communicate steps for resolution to the end users and tier 1 support.
- Continually develop product expertise by reviewing new functionality, testing product issues, and utilizing internal resources
- Responsible for all client communications, conflict resolution, and compliance on client deliverables
- Provide regular two-way communication between the client and technical team
- Communicate clearly the progress towards resolution per established SLA guidelines
- Provide technical training to our clients (processing claims, adding a contract, etc.)
- Effectively communicate clients' custom change requests by creating a TFS document
- Effectively communicate TFS defect/bug details to internal technical/development team
- Verify Internal technical team completes all client's requirements
- Implement custom changes, defect patches, hot code fixes to customers per Development Team's documented process

Requirements:

- BA/BS degree in computer related technical field or 5 plus years' experience in related field

- 2+ years' experience in customer service/technical support or direct customer consulting experience within a fast paced environment
- Sound knowledge of the web and web-based software products
- Strong technical skill-set including MS Office, Linux, internet-related technologies (shopping carts, web hosting, email and online marketing tools, etc.
- Accounting or finance experience a plus

Skills:

- Excellent customer service skills
- Strong problem solving and analytical skills
- Excellent written, verbal and presentation skills are required
- Strong documentation skills
- Highly, self-motivated personality with the ability to manage time
- Ability to multitask in a fast-paced and quickly changing environment
- Strong organizational and communication skills
- Ability to quickly absorb and apply knowledge gained through classroom training, documentation, or independent study

integraSoft, Inc. offers a competitive compensation package, including healthcare benefits and a 401(k) plan with a possibility for employer matching. Our work environment is professional, yet casual. More company info can be found at integraSoft.com.

TO APPLY:
Email your resume to jobs@integrasoft.com
Place your last name and the position title in the subject line.
No phone calls, please.