



Software Support Specialist–Tier 1
integraSoft, Inc.
Bettendorf, IA

integraSoft is a leader in strategic application software for the wholesale distribution industry. We are seeking a Software Application Support Consultant-Tier 1 to help us enable our customers to better use our software products. 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 our customers. Let's GROW together!

Summary:

This position is responsible for providing excellent customer service by analyzing, problem solving, and communicating resolutions to our customers regarding their reported software operational issue. Duties include but are not limited to; learning our software products, deployment, and implementation methods; fielding inbound phone calls, web or email communications; analyzing customer's reported incidents; problem solving and formulating resolutions to customer's reported incidents; reproducing and documenting reported software errors, communicating internally with other support consultants and development personnel, following-up with customers to ensure complete satisfaction. Software application training will be provided and knowledge of integraSoft products is not required to qualify for this position.

Responsibilities:

- Provide first level - tier 1 software application support for customers nationwide to resolve issues regarding their use of the integraSoft software suite.
- Learn and become 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.
- Initiate diagnostic procedures with user by telephone, remote connection or email, and be able to communicate steps for resolution to the end users.
- Manage multiple customer issues in a fast-paced organization and effectively prioritize issues based on severity.
- Continually develop product expertise by reviewing new functionality, testing product issues, and utilizing internal resources.
- Manage all customer communications, conflict resolution, and compliance on customer deliverables.
- Provide regular two-way communication between the customer and technical team.
- Communicate clearly the progress towards resolution per established SLA guidelines.

Requirements:

- Undergraduate degree or comparable experience in business/accounting related field.
- Previous experience in customer service/technical support or direct customer consulting experience.
- Ability to understand and learn complex business software products
- Knowledge of the web and web-based software products.
- Operating system experience (Linux, CentOS) experience a plus.

Skills:

- Excellent customer service skills.
- Strong problem solving and analytical skills.
- Excellent written, verbal and presentation skills are required.
- 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 on our website.

Email your resume to jobs@integraSoft.com

Place your last name and the position title in the subject line.

No phone calls, please.