

JOB DESCRIPTION

JOB TITLE: CUSTOMER TECHNICAL SERVICES ANALYST I
DEPARTMENT: CUSTOMER SUPPORT
REPORTS TO: VP CUSTOMER SUPPORT
FLSA STATUS: EXEMPT

Summary

As the Customer Technical Services Analyst I you will be responsible for providing first line customer support to all our clients via phone and e-mail, troubleshoot issues, handle informational requests and deliver well designed and documented solutions to our customers in a timely manner. Our clients contact us for assistance with various topics such as utilization of new or existing system functionality, resolution of system bugs or performance issues reported by end users, requests for changes to the platform, and assistance with customer communication. In this role, we will rely on you to be knowledgeable about our complete solution and provide resolution, consultation and education to users that represent the best practices for utilizing the EBPP platform. We expect our Technical Services Analysts to pursue the highest levels of customer satisfaction and create the experience that reflects our goal of being “easy to do business with.”

Essential Duties and Responsibilities

- Demonstrate a sense of urgency and ownership while working on customer issues with the goal of meeting or exceeding SLA's
- Work independently and take ownership of each ticket from receipt to resolution
- Collaborate effectively with internal and external stakeholders and teams
- Organize and prioritize work to meet productivity and timeliness targets
- Create, organize and maintain well written and auditable documentation
- Maintain attention to detail and communicate effectively to support problem solving and resolution
- Develop and demonstrate proficiency in all aspects of EBPP platform core and supporting systems or processes
- Develop and demonstrate strong competence with CRM system and processes
- Work closely with the Operations, Product Development and IT to resolve complex or escalated technical or operational issues reported by customers
- Facilitate client requests by gathering requirements for software enhancements
- Participate in process improvement efforts to improve customer experience
- Participate in meetings with clients to discuss support activities or results
- Assist with delivering support training to new clients
- Complete internal reporting and time tracking as required

Education and Experience

- Bachelor's degree in a related field or equivalent direct experience required
- Minimum 2+ years of hands-on experience working with engineers and other technical resources to resolve software performance or usability issues reported by end users for an external-facing product – preferably in a Tier 2 role.

Skills and Competencies

- You will benefit from a background with hosted, browser-based software-as-a-service (similar to Salesforce.com or ZenDesk).
- We prefer that you have experience in a team where you were expected to be directly involved in research, problem-solving and issue resolution – owning the process from end to end.
- You should demonstrate a high level of independence and initiative.
- Related competencies we are looking for include general business acumen, knowledge of software industry language and basic architecture, adherence to procedures, attention to detail, strong written and verbal communication skills, organization skills, time management, basic accounting and advanced computer skills.
- You should have the ability to communicate information in both technical and non-technical terms depending on the audience.
- Experience providing training to clients a plus.
- Proficiency using MS Office is preferred.

To apply, please send resume to careers@transactis.com