

JOB DESCRIPTION

Position Title: Junior Customer Support Rep
Department: Customer Services
Reports To: Director, Customer Services
FLSA status: Exempt

Position Summary:

Primarily responsible for initial client contact upon receiving new customer support issues, via phone or email. Perform basic troubleshooting steps and data collection. Route calls to Level 1 or 2 support representatives as appropriate. Schedule follow-up calls. Answer basic questions when possible.

Essential Functions:

- Interact with clients who report issues through the customer support department. Walk clients through trouble-shooting questions to gather information about their issue as well as environment and software configuration. Monitor support rep availability for routing calls, and manage multiple calendars to schedule follow-up appointments. Includes appropriate referral to other service areas, as well as follow-up on outstanding tickets and support of Level 1 and Level 2 reps.
- Participate in internal projects as required by management. This includes projects such as internal applications support, interdepartmental communications, user conference workshops, etc. (approx. 20%)

Essential Qualifications:

A Positive, Customer-Focused attitude is critical!

Bachelor's degree in any field; or equivalent training and/or work experience. Some experience in a customer support environment helpful.

Proficient PC skills with knowledge of various software applications used in a business environment (MS Office, Internet, etc.). Proficient knowledge of MS Outlook.

Basic knowledge of Microsoft operating systems (NT, XP Server) and UNIX. Experience with networks and IIS, Websphere, Weblogic and TomCat, and/or experience with database platforms (SQL, Oracle) a plus.

Excellent interpersonal and communications skills, including technical writing. Professional appearance and presentation required.

Work Environment

General office: Able to work flexible hours. Use of PC and related software applications. Heavy telephone usage (4+ hours/day). No special physical demands required, other than that caused by occasional travel.