

JOB DESCRIPTION

Position Title: Senior Technical Support Specialist
Department: Support Services
Reports To: Director, Support Services
FLSA status: Exempt

Position Summary:

Provides expert level technical application support via telephone and/or on-site to customers, answering questions on function and usage of product. May be asked to carry a pager on a rotational basis in order to provide 24 hours a day, 7 days-a-week support, as needed. Operates under moderate supervision, reporting to the Director of Support Services. Typically requires five to seven years of applications support experience.

Essential Functions:

70% Performs Customer Support functional activities for all products, and contributes to overall service profitability:

- Resolves clients' application questions or problems over the telephone in the areas of system configuration/setup, product functionality and bugs/enhancements, which may include appropriate referral to other service areas, follow-up, testing and troubleshooting.
- Contributes to creation and maintenance of a knowledgebase of support/customer issues and solutions.
- Contributes to the continuous improvement of the interaction performance and responsiveness by providing service quality to clients and anticipating their needs and informing them of patch, fix, work-arounds and training available.

20% Handles special projects as assigned by management team:

- Participates in internal projects as required by management. This includes projects such as internal applications support, interdepartmental communications, user conference workshops, etc.

10% Provides work leadership to Customer Services.

- Assists in the training and mentoring of new staff.

Essential Qualifications:

- Bachelor's degree in any field; or equivalent training and/or work experience. Five or more years in a customer support environment.
- Able to resolve general application problems via telephone and perform some billable application work.

- Proficient PC skills with knowledge of various software applications used in a business/legal environment (MS Office, Internet, etc.). Experience using a report-writing tool, such as MS Access or Crystal Reports. Working knowledge of relational databases with the ability to recognize and write SQL. Understanding of Web technology such as Front Page, HTML, XML, XSL, etc.
- Proficient knowledge of Microsoft Operating Systems (Windows 98, NT, 2000, XP). Experience with network operating systems a plus.
- Two – three years experience with Java application server, preferably in WebLogic.
- Ability to work cooperatively as part of a team
- Good interpersonal and communications skills, including writing. Professional appearance and presentation required.
- Prior technical support/IS experience in a legal environment a plus.
- Able to travel occasionally.

Work Environment

General office: 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.