

JOB DESCRIPTION

Position Title: eBilling Specialist
Department: Customer Support
Reports To: Senior Director, Hosting and Support Services
FLSA Status: Exempt

Be a part of a high-performing culture....

Bridgeway Software, Inc. is a leading provider of automation solutions for corporate legal departments in Fortune 500 companies and government agencies throughout North America. With more than 20 years of business success, we offer the best of both worlds for technology professionals: a track record of stability combined with an entrepreneurial, growth company "feel."

We strive to hire innovative, creative and talented team players with a "Can Do" attitude. If you have a passion for technology and you want to grow your career with the BEST, we want to hear from you!

This is an exciting opportunity to be part of our customer service team creating cutting edge legal solutions

Position Summary:

This position will primarily be responsible for expert level solutions to client issues regarding the e-billing product suite (post initial support level problem resolution); heavily focused on supporting law firms and corporations in the area of electronic billing. Background in corporate legal or any area of electronic billing for legal is required.

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 2 reps/IT.
- Participate in internal projects as required by management. This includes projects such as internal applications support, interdepartmental communications, client 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.
- 3+ years of experience in eBilling with above average legal knowledge
- 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.