

Technical Software Support Specialist

Overview

This position will receive, document, prioritize, troubleshoot and resolve end-user issues and requests in a timely and efficient manner. Creating and documenting standard procedures and work arounds when standard procedures have failed. Escalating urgent problems requiring more in-depth knowledge to appropriate internal resources. This will include working closely with developers on problem resolutions and new software features and functions. Complete testing of software updates will be a primary function.

Skills

- Ability to communicate technical information in non-technical terms
- Analytical and troubleshooting skills
- Experience diagnosing problems with software products preferred
- Ability to anticipate areas of difficulty and/or questions to meet user's needs
- Effective oral and written communications
- Exceptional multi-tasking and organizations skills
- Strong documentation skills
- Highly self-motivated and independent
- Ability to effectively prioritize and execute tasks
- Microsoft SQL server experience preferred

Responsibilities

- Develop extensive knowledge of software and hardware used and supported by the organization
- Provide end-user application support via phone and email
- Build rapport and elicit problem details from customers
- Document all pertinent end user information
- Troubleshoot issues reported by customers and provide solutions
- Test fixes to ensure problem has been adequately resolved
- Perform post-resolutions follow-ups
- Facilitate problem-solving between end user and development staff
- Develop help sheets and knowledge base for end users
- Create software application trainings
- Development of standard procedures, checklists and documentation
- Evaluate issues and resolutions and analyze trends for ways to prevent future problems
- Install and configure software and related hardware
- Update and maintain software versioning controls
- Significantly participate in new customer implementations
- Participate with staff in developing and testing software
- Perform duties and responsibilities as assigned

Email cover letter and resume to bluhorse@bluhorse.com