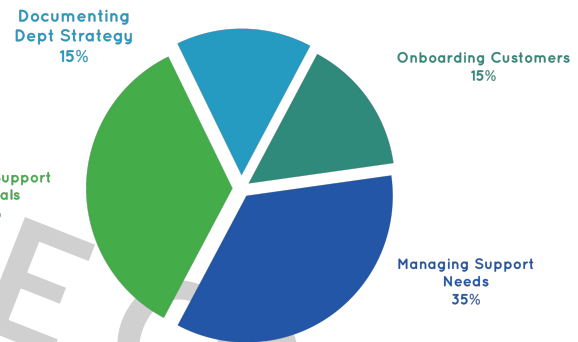


MAKE IT
LIKE YOU
LIKE IT

APPLICATION SUPPORT SPECIALIST

YOUR DAY AT A GLANCE



JOB DESCRIPTION

This role focuses on providing assistance to customers that span a wide variety of topics including answering questions, providing product usage assistance, basic training topics, investigating customer technical issues, and assisting in applying solutions to technical problems.

Your responsibilities

- Assess, manage, and respond to customer inquiries regarding product workflow, how-do-I questions, training, and product usage across all product lines
- Triage help desk tickets and perform software diagnostics via screen share
- Reproduce customer issues locally
- Answer incoming calls on the support line
- Document ticket handling best practices, investigation procedures, and product delivery processes
- Create KB articles to encourage higher department efficiency
- Work with product development to understand product updates and how customers will interact with those updates
- Assist in onboarding new and pilot customers
- Deliver product updates to customers
- Assist customers with installations and software spot checks

Your qualifications

- Bachelor's degree in a relevant technical field and/or 2-3 years in technical software support or a software application support role
- Outstanding communication and presentation skills with an emphasis on being able to remain helpful and positive during stressful or technically complex situations
- Demonstrated problem-solving skills
- Experience diagnosing and investigating technical issues
- A passion for software, software development, solving technical problems, and providing a great customer experience