

## SOFTWARE SUPPORT ANALYST – TIER I – FORT WAYNE, IN

Bradford-Scott Data Corporation offers a complete benefits package, including competitive salary and 401K. Please send resume and salary requirements to the attention of Courtney Bowlin at [cbowlin@bradfordscott.com](mailto:cbowlin@bradfordscott.com) or fax at 260-625-6248.

### Summary

This position demands excellent problem-solving, communication and interpersonal skills, along with patience, a customer-friendly attitude and the ability to work in a team environment.

This role, under the supervision, guidance, and ongoing training of Software Support Tier II and Support Manager, exists to provide outstanding first level support to clients. This position requires high quality, detailed work based on established standards, guidelines and procedures. Precise, consistent work output is essential requiring patience and a willingness to handle and complete assigned tasks. Job knowledge and competency is built through structured step-by-step training and positive, supportive coaching from management and peers. Communication with others is based on knowledge of repetitive job routines and procedures gained from sufficient on the job experience. Under general supervision, in a call center environment, a Tier I support Analyst will provide technical assistance and advice to end-users by performing a diagnosis while guiding users through step-by-step solutions. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner.

### Essential Duties and Responsibilities

- Use a technical and analytical approach to deliver service and support to end-users via remote connections
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Diagnose and resolve technical software issues
- Research required information using available resources
- Work within established systems, standards, and procedures
- Identify and escalate priority issues per Client specifications
- Redirect problems to appropriate resource
- Accurately process and document case transactions using a designated tracking software
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Organize ideas and communicate oral messages appropriate to listeners and situations
- Follow up and make scheduled call backs to customers where necessary
- Stay current with system information, changes and updates
- Participates in after-hours on-call rotation
- Perform other duties as assigned by Tier II Support Analyst or Support Manager

### Job Requirements

- Previous credit union or banking experience preferred.

## Qualifications and Abilities

- Must be passionate about supporting Bradford-Scott's internal and external clients while effectively assisting in solving problems in a very fast-paced environment without losing sight of details and quality
- Ability to perform problem solving: Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and take action that is consistent with available facts, constraints, and probable consequences
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- Knowledge of relevant software computer applications and equipment
- Knowledge of customer service principles and practices
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- Multi-tasking capabilities
- Maintain effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures
- Clearly conveys and receive information and ideas, through a variety of media, to individuals or groups in a manner that engages the audience, helping them understand and retain the message, and permitting response and feedback from the listener
- Deal effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict
- Establish proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits
- Maintain stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization
- Possess, acquire, and maintain the technical/professional expertise required to do the job effectively and to create effective customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates
- Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments