Here at Bradford-Scott Data Corporation, our outstanding team members are dedicated to providing exceptional customer service and support to all clients. Because of this commitment, Bradford-Scott has experienced growth on all levels. Our continued growth in the future is limitless due to our devoted staff and always growing group of loyal clients. Are YOU ready to join the Bradford-Scott team?

The primary responsibility of the **Software Support Analyst** is to help clients resolve software issues while providing excellent customer service.

Essential functions and responsibilities, include but are not limited to:

- Interact with customers to gather information about their software issue;
- Use information gathered from the customer to research and identify the cause of an issue and work towards a resolution;
- Work within established systems, standards, and procedures;
- Accurately process and document case transactions using a designated tracking software;
- Identify and escalate priority issues;
- Promotes the Bradford-Scott mission statement;
- Maintains professionalism and positive morale.

Software Support Analyst Requirements:

A successful software support analyst must demonstrate excellent listening and problem solving skills. Analytical thinkers do well in this role. Software support analysts need to have strong oral/written communication skills in order to effectively engage with clients, vendors, and staff. A successful software support analyst needs to understand customer service and be team-oriented. They will have good time management and organizational skills. They need to be detail-oriented and able to handle multiple tasks in an ever changing, fast-paced environment.

- Previous work experience in a credit union or bank is preferred.
- High School diploma or equivalent is required; Associate degree or higher is preferred.

This position is classified as non-exempt (OT eligible). Starting wage is $17.78 hr ($37,000 annually) and is commensurate with experience.