

Customer Technical Support Person

JOB SUMMARY:

To provide software application support to end users via telephone or on-site.

JOB TYPE:

Position could be appropriate for a part-time role, unpaid internship, paid internship or full-time opportunity.

POSSIBLE FUNCTIONS:

1. Listens to customer question or problem and provides answers courteously from "most frequently asked" questions text in desk computer. Searches operations manual for answers to other questions.
2. Tries to assist customer "troubleshoot" through installation or working problem with the software. Refers complex cases to customer engineer for assistance.
3. Meets weekly with help desk team to discuss trends of inquiries and items difficult to answer.
4. With experience, provides on-site training to customer's employees.
5. Attends training sessions on new products and provides input for development of user manuals for these products.
6. Assists persons with disabilities to use the software, offering additional adaptive features if needed.
7. Assists in staffing company exhibit at trade shows and conferences, answering questions about products and obtaining names of prospects.

SUGGESTED EDUCATION, EXPERIENCE, AND SKILLS:

1. Education: Two or four year technical degree program or equivalent
2. Skills: Ability to use PCs, laptops, mouse, modem, fax, mainframes; strong telephone and interpersonal contact skills required; willingness to have telephone conversations monitored for quality performance.

