

## **Job Description**

**Client Support Specialist** is responsible for supporting CDS Software core application products, as well as ancillary products in both technical and operational aspects. Answer questions from clients who call for support assistance and provide problem resolution in a timely and effective manner. Many questions may require research and an understanding of the data base and functionality of CollectOne. May be asked to visit a client's site to resolve problems or train staff.

### **Essential job functions**

- Research question or problems and determine cause if possible, in order to provide an appropriate solution.
- Provide solutions to clients via phone, remote connectivity, fax or email.
- Assist customer in maintaining database integrity.
- Consult with clients on various uses of application software controls.
- Identify inherent weaknesses in application setups and operational procedures.
- Maintain detailed description of problem and solution in the CRM system.
- Follow up on existing open CRM incident logs and regularly inform customer of status.
- Assist other CDS support associates in troubleshooting and problem diagnostics.
- Enhance knowledge and understanding on CDS core applications.
- Required to provide "after hours" support on a rotating basis.
- Install software updates and provide training on new enhancements

### **Secondary functions**

- On-site and online customer training when requested.
- Assist customers in loading and installing new CDS software releases and patches.
- Help train customers on topics pertaining to use and administration of the software either by phone, on site or at a post-conference event.
- Answer questions about other products and/or services interfaced with CDS Software.
- Assist with data mapping for new client conversions.
- Perform other related duties as required.

**Job scope** Position encounters recurring work situations with occasional variations from the norm. Position involves a moderate degree of complexity due to the various operating systems, hardware platforms and peripherals. High volume of calls from customers and the rapid-paced nature of this industry add to the complexity of position. Position operates from established and well-known procedures with a low level of supervision. Critical emphasis is placed on accuracy as opposed to quantity of solutions.

**Interpersonal contacts** Contacts are normally made with others both inside and outside CDS Software. Contacts outside the company are usually initiated by the customer and are made via phone or email. Contacts within the company are usually within the entire organization. Contacts with the customer may contain discussions that include confidential or sensitive information.

### **Specific job skills**

- Strong problem solving and analytical skills are required.
- Excellent verbal, listening, interpersonal, follow-up and phone/email skills required.
- Ability to explain technical topics to non-technical customers.
- Must pay close attention to details, follow directions, and work independently as well as in a team environment.
- Must be able to perform basic math and be able to read and comprehend instructions, correspondence and memos.
- Must be able to write correspondence.
- Occasionally may need to speak or make presentations before external and internal customers.
- Must be able to respond to routine or common inquiries or complaints from customers.

- Must be able to type 40 WPM.
- Beginning understanding of relevant database query languages.
- Ability to consult on best uses of CollectOne software.
- Ability to train new and existing clients.
- Basic understanding of Sybase database application.
- Basic understanding of MS-SQL Server database application.
- Basic understanding of Oracle database application.
- Basic understanding of Windows operating systems.
- Basic understanding of network administration.
- Intermediate understanding of CDS Software core applications and/or other services offered.
- Intermediate understanding of the CDS Software interdepartmental relationships.

**Education** Bachelor's degree in business or computer science, or 2 to 3 years work experience resulting in proven computer science and customer support skills. After highly specialized training in CDS Software's software packages and observing a CDS Software implementation, most of the training related to this position is on the job. **Job conditions** The workweek is normally Monday through Friday, 8 hours per day. Shifts may begin at 6:00am. Some weekend and after hours work may be required. Extensive PC monitor work. May be necessary to be on-call occasionally. May be asked to travel occasionally to customer's sites. Valid driver's license required. **To Apply** We are looking for an individual who can fit our innovative, family-oriented culture. We offer a competitive compensation and benefits package to our associates. For immediate consideration Relocation not available. Committed to diversity, we are an EOE. No phone calls please. Must be authorized to work in the United States.

Job Type: Full-time

Required education:

- Bachelor's

Required experience:

- Computer Science and customer support skills: 2 years

Job Type: Full-time

Email resume to [cbush@collectOne.com](mailto:cbush@collectOne.com) if interested.