OMS SUPPORT ANALYST

Department	:	Support
Reports to	:	Director of Support
Division	:	Open
Classification	:	Salary/Exempt

JOB SUMMARY

A frontline Support Analyst is primarily responsible for providing post-sale technical support services to Milsoft customers including installation, troubleshooting, problem resolution and maintenance (including upgrades) in a 24/7 support environment. Position will require after hours on-call support time and could involve occasional travel.

ESSENTIAL FUNCTIONS

1. Delivers remote (e.g. telephone, online) post-sale troubleshooting and diagnostic support services to ensure that all products and services function properly
2. Directly resolves technical support inquiries through remote first-level support services
3. Ensures customer satisfaction by advising customers on configurations, etc., that may favorably impact software performance
4. Occasional travel for customer training, software support and professional conferences
5. Serves as a liaison between customers and product development teams, provides use case information for new features and documents software discrepancies providing reproduction steps
6. Assists with software release processes with may include software testing and interface design feedback
7. Utilizes Milsoft DisSPatch database schema to create customer reports or standard report modifications
8. Authors how-to and knowledge base articles for internal and external distribution
9. Maintains regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures
10. Upholds, safeguards and promotes Milsoft's values and philosophy relating particularly to ethics, integrity and corporate responsibility
11. Any other duties that may be necessary or assigned from time to time. Such duties do not normally change the level of the job

QUALIFICATIONS

1. Excellent communication skills, both verbal and written
2. Strong research and problem-solving skills with an attention to detail
3. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful and mature.
4. Must be extremely knowledgeable regarding 2016 and 2019 MS SQL Server and must possess the ability to diagnose network and hardware problems
5. Must have a working knowledge of Active Directory and Windows OS
6. Experience writing T-SQL Queries
7. Experience with web services (Rest, SOAP) preferred
8. BS in Computer Engineering or Computer Science
9. Experience in the electric utility field a plus

Submit resume to hr@milsoft.com

08-2020