

SUPPORT TECHNICIAN (With Emphasis on Customer Information Systems-CIS)

Department : Support
Reports to : CIS Support Technician Lead/Vice-President of Customer Service and Support
Division : Open
Classification : Salary/Exempt/Full-time

JOB SUMMARY

A frontline CIS Support Technician 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 some travel and after hours on-call support time.

ESSENTIAL FUNCTIONS

1. Delivers remote (e.g., telephone, online) post-sale troubleshooting and diagnostic support services to ensure that all CIS products and services function properly.
2. Directly resolves technical support inquiries through onsite and/or remote first-level support services.
3. Occasionally delivers post-sale services at customer sites that might include installation, maintenance and upgrades to ensure that all function properly.
4. Ensures customer satisfaction by advising customers on configurations, etc., that may favorably impact software performance.
5. Must be able to turn customer concerns and requests into detailed tickets for development action.
6. Translates operational and system processes into clear instructions and/or explanations as KB articles.
7. Maintains regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
8. Upholds, safeguards and promotes Milsofts' values and philosophy relating particularly to ethics, integrity and corporate responsibility.
9. 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. Extremely well-developed interpersonal skills; ability to get along with diverse personalities and be able to handle varied situations with tact and maturity; self-starter and motivated to learn
3. Able to adapt and learn new technologies and retain knowledge for future troubleshooting
4. Basic accounting skills preferred
5. Ability to research problems through knowledge bases, WIKI, Google drive and Internet for answers
6. Exposure to customer management applications, billing systems, payment processing, capital credits, extracting data using SQL, reviewing data for consistency and creating reports beneficial
7. Experience in the electric utility field preferred; BS in Computer Science, Business Administration, Accounting or related field a plus (three years of work experience may be substituted for a degree)

Submit resume to hr@milsoft.com

08/21