

Software Support Specialist

ChargeLogic

We are looking for a tech savvy self-starter to join our growing support team. If you enjoy a fast-paced environment and making people's day by solving problems, then you are the perfect candidate.

Job Summary:

As a member of our support team, your primary role will be to WOW customers and partners by solving problems while making personal connections. This should be an easy task, since we create great products and work with some of the best people in the industry.

Responsibilities

As a valued part of our team, you will:

- Provide tier I support of multiple software applications including: credit card/payment processing, shipping, email notification, and point of sale/retail software
- Troubleshoot customer issues with ChargeLogic software and follow through to resolution
- Respond to support cases via helpdesk application or phone
- Leverage web-based applications for screen sharing
- Escalate and document issues in a timely manner
- Provide training for ChargeLogic's products
- Remain current on product changes and updates
- Report product defects and provide feedback for product improvement

Requirements

There are a few requirements that will really help you thrive at ChargeLogic:

- Experience working with accounting, business, or ERP software applications
- Proficient in Microsoft Office Suite
- Experience using Zendesk or a similar application a plus
- A passion for helping others and solving problems
- Ability to troubleshoot software and reproduce reported issues
- Excellent communication and customer service skills
- Excellent writing and verbal skills
- The desire to build rapport with clients and raving fans with customers
- Ability to work in a fast-paced, deadline driven environment
- Appreciation of retro arcade games, craft beer, and good music

[Send us](#) your resume to apply.