

JOB TITLE: Technical Support Consultant

**BASIC FUNCTIONS:**

- Answer customers' technical questions and solve problems relating to use of Autostar for Windows and other integrated products (e.g. AccountMate, PortalPay) via telephone and/or online methods
- Document customer calls and problem resolution using Salesforce
- Work automated phone queue
- Assume complete ownership of customer issue until resolved and collaborate with other resources to resolve issue as necessary
- Act independently to address and solve customer problems
- Resolve customer matters in a timely manner and proactively engage the required resources to ensure customer expectations are exceeded
- Escalate unresolved software issues according to department procedures as necessary
- Investigate problems and research to resolve complex problems
- Search databases containing records of problems
- Contact third party vendors and make inquiries and/or request technical assistance when necessary
- Investigate product and customer issues using vendor-supplied resources
- Work with other team members in Training, Support, and Implementation to resolve customer problems
- Provide guidance, leadership, technical consultation and training to less experienced members
- Conduct e-training when necessary
- Help train internal staff on new software releases and additional features
- Assist with document programming as necessary
- Use documentation and/or training tools when necessary and provide to customers when needed

**JOB SPECIFICATIONS:**

- A college degree is preferred and 1-3 years related experience is desirable
- Exceptional customer service skills
- Working knowledge of basic and advanced troubleshooting techniques
- Basic understanding of double entry bookkeeping debit and credit entries
- Good organizational, interpersonal, and verbal/written communication skills are necessary
- Excellent problem solving skills are essential
- Thorough follow-up with customers, team members and entire company
- Good presentation/training skills are essential
- A comprehensive software background is necessary
- Product/service/industry knowledge, with continued education
- Bilingual (Spanish) is a plus