



US-TX-Dallas-Software Customer Support Analyst

Trintech is the leading global provider of integrated software solutions for the Last Mile of Finance. From the time a transaction occurs to the time financial statements are issued, Trintech software automates critical financial processes for data aggregation, account reconciliation, financial close management, financial reporting, and financial control testing. Trintech's innovative Unity platform enables our 600 clients and 100,000 users worldwide to increase efficiency, improve visibility, shorten cycle times, lower costs, and reduce the risks associated with material weaknesses and restatements.

Desired Candidate Characteristics

We are looking for a talented, dedicated software products support professional. This person needs to be committed to constant growth of knowledge and skills through a combination of company and self-driven work.

The Support Analyst role provides first-line support, assisting our clients with resolving problems with our products and solutions. Support is conducted via telephone, e-mail, and other electronic systems. The Support Analyst will be a member of a global support team that works with customers all over the world, providing support for our financial governance, risk and compliance software products.

Responsibilities

This is a highly technical position working primarily with customers providing phone and email support for proprietary software packages to resolve and consult on product issues. Position works with some supervision to maintain high customer satisfaction. Examples of responsibilities include:

- The Support Analyst will be responsible for answering in-coming phone calls and emails from our customers and logging all activities related to issues in the support problem tracking system, and tracking the issue through to completion.
- The Support Analyst works closely with other Support resources to provide solutions to our Customers.
- Regular Contribution to Support team knowledgebase.
- Analyzing the incoming call for the root cause of the issue.
- Providing a timely resolution to the customer, and keeping them informed throughout the life of the issue.
- Properly documenting all actions taken to resolve the call.
- Escalating the call when necessary.

Qualifications

- Advanced troubleshooting and deductive reasoning skills.
- Professional telephone and written communication (customer care etiquette) skills absolutely essential.
- Ability to multi-task in a fast paced, highly technical environment

- Ability to write clear, detailed instructions required to troubleshoot and resolve technical issues for internal and client facing knowledgebase.
- Ability to work in a close team environment.
- Ability to provide medium level consulting as to best practices.
- Able to work with minimal supervision and still meet job requirements and deadlines.
- The candidate should possess a strong background in Computers and a proven ability to learn new things quickly.
- Be highly proficient in written and verbal communication, and have the ability to converse in both technical and non-technical terms to both novice and more proficient system users.
- Ability to both analyze and troubleshoot software, databases, network concepts, hardware, tools and ODBC.
- The position requires a personable, thoughtful individual with a strong ability for troubleshooting while maintaining Customer advocacy.
- Willing to work any shift. Support hours are currently 24x5 (24 hours/day x 5 days/week).
- Required to periodically carry a mobile phone to provide after hours weekend support to our customers.

Essential Education and Experience:

- A degree in Computer Science is highly recommended, but some college along with commensurate experience will be considered.
- Should possess a background in one or more of the following: Customer Support, Accounting, Bank Reconciliation, Technical Support, Programming, and/or Audit.
- DBA-level relational database experience highly desired.
- Advanced User-level SQL knowledge preferred.
- Knowledge and experience using XML, ASP.NET and other web technologies a plus.
- Knowledge of application servers is a big plus.
- Experience in LDAP and Active Directory a plus

Working at Trintech:

Trintech has over 170 employees in the US and Europe. We offer dynamic growth positions along with competitive compensation and benefit packages in a flexible work environment. Please visit our website at www.trintech.com to learn more about the company and its solutions.

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