



US-TX-Dallas-Software Customer Support – Level 2

Trintech Group Plc (NASDAQ: TTPA) is a leading global provider of financial software and services specializing in reconciliation workflow, revenue enhancement, transaction risk management, and compliance for commercial, financial, and health care markets. For over 20 years, Trintech has been providing comprehensive, industry-leading solutions to financial departments seeking greater insight into critical transaction processes. Trintech delivers a configurable, highly scalable platform that incorporates a company's unique business processes, enabling managers to obtain greater visibility and more efficiently manage business risk throughout the transaction lifecycle.

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 Specialist L2 role provides first and second-line support, assisting our clients and other support representatives in resolving problems with our products and solutions. Support is conducted via telephone, e-mail, and other electronic systems. The Support Specialist 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 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 Specialist L2 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 issue through to completion.
- The Support Specialist L2 will be responsible for assisting the Level 1 (L1) Support team members with issue re-creations and advanced support of our products, as well as guidance on database and environmental issues / considerations.
- The Support Specialist L2 will be responsible for running daily, weekly, and monthly reports, and providing findings to the Support management team.
- The Support Specialist L2 also works closely with Engineering, Product Management, Technical Services, Professional Services, and Sales to provide solutions to our Customers.
 - The position requires a personable, thoughtful individual with a strong ability for troubleshooting while maintaining Customer advocacy.
 - Logging all incoming calls and emails into our call tracking software. 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.
- Managing and resolving escalated calls when necessary.
- Create and review knowledge base articles for internal and external use.

- Ability to work in a close team environment, and with other departments..
- Provide medium level consulting as to best practices.
- Able to work with minimal supervision and still meet job requirements and deadlines.

Qualifications:

- Professional telephone and written communication (customer care etiquette) skills absolutely essential.
- Advanced troubleshooting and deductive reasoning skills, especially in the area of database, server OS, networking, IIS, etc.
- The candidate should possess a strong background in Computers and a proven ability to learn new things quickly.

Essential Education and Experience:

- A degree in Computer Science and/or technical certifications is highly recommended, but some college and technical training along with commensurate experience will be considered.
- Should possess a background in one or more of the following: Advanced Customer Support, Accounting, Bank Reconciliation, Technical Support, Programming, and/or Audit.

Related Job Requirements:

- Should possess 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.
- Ability to work in a fast-paced, small company environment
- DBA-level relational database experience required
- Advanced User-level SQL knowledge required.
- Knowledge and experience using XML, ASP.NET and other web technologies highly desired.
- Knowledge of application servers is highly desired.
- Experience in LDAP and Active Directory a plus
- Support hours are currently Monday through Friday, 8:00 am to 6:00 pm, but we are currently in the process of moving to 24x5 (24 hours/day x 5 days/week).
- This position will be required to work a day shift for the first 3-4 months during training, and then will transition to work a 5pm to 2am shift with the work week beginning on Sunday evening.
- Required to periodically carry a mobile phone to provide after hours weekend support to our customers.

Working at Trintech:

Trintech offers competitive salaries in a flexible, business casual work environment. Trintech provides employees with a strong benefits package including Medical, Dental, Prescription, Vision, Life and Disability Insurance, and also offers a 401K plan, an employee stock purchase plan, tuition reimbursement and 3 weeks paid vacation to start.

Trintech is an Equal Opportunity Employer