

Job Title: Product Support/Help Desk Team**Reports To:** Account Managers**Employment Status:** Full Time Exempt-Salary**SALARY:** \$35,000 - \$45,000 - \$55,000**SUMMARY:**

As a member of the team, you will provide support, troubleshooting and training to our external customers and internally designing, developing, documenting, analyzing, creating, testing, or modifying computer systems or programs, including prototypes, based on and related to user or system design specifications through a variety of methods. You will also liaise with the internal project management, account managers, and administration teams.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Contributes to a team effort and accomplishes related results as required.
- Maintains confidential information.
- Perform other job-related duties as assigned.
- Become a software expert in your assigned software application(s) and stay current with application updates.
- Perform data entry tasks.
- Perform database maintenance and management tasks
- Perform client updates
- Develop an understanding of customer processes and standard operating procedures.
- Interact with customers, via phone or e-mail, to provide responses to inquiries and troubleshoot and solve issues. (Help Desk)
- Remote connecting to Well Screen stations to problem solve customer issues
- Demonstrate responsiveness and sense of urgency in all customer interactions.
- Identify, escalate and/or redirect priority issues to others as needed.
- Communicate all unusual situations regarding technical and/or dealer related problems.
- Assist on special projects as assigned.
- Maintain all company issued property in good condition.
- Conduct oneself at all times in a manner beneficial to the company and its reputation.
- Provide leadership to the team as team lead when directed.
- Analyze data from client issues and make recommendations to the programming team on possible improvements.
- Provide and coordinate technical support to address company and client needs and issues.
- Manage clients as assigned

COMPENTENCY: To perform the job successfully, an individual should demonstrate the following competencies

- Ability to apply logical improvement processes
- Ability to operate various work-processing software, spreadsheets, and database programs.
- High level of competence in Microsoft Outlook/Excel/Word/PowerPoint

- Adept at working with wireless devices, connecting to Wi-Fi networks, etc.
- Maintain confidentiality.
- Interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Communicate efficiently and effectively both verbally and in writing.
- Follow instructions furnished in verbal or written format.
- Detail oriented
- Strong time management skills, ability to effectively manage multiple priorities and meet deadlines.
- Strong analytical, problem-solving, and interpersonal skills.
- Ability to work independently and integrate into a team environment.
- Experience providing customer support for software applications.
- Demonstrates basic problem-solving abilities and troubleshooting skills.
- Ability to work collaboratively with colleagues and staff to create a quality result - driven, team-oriented environment.
- Willingness and ability to work flexible hours.
- Ability to follow standards and expectations.
- Must be detailed in documenting information and practice good follow through techniques.
- Ability to prioritize and manage self to get things done with minimal oversight.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Regularly sit, stand, walk, reach, and use hands to handle, and operate computers and other office equipment.
- Occasionally lift or move heavy boxes or items.

QUALIFICATIONS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The education and experience requirements listed below are representative of this position’s requirements.

EDUCATION/EXPERIENCE:

- College degree in communications, business, education, technology or other related field OR
- Two years work experience in a closely related position OR
- Combination of education and work-related experience

LOCATION: Eudora, KS and remote work

Signature

Date