



- Job Title:** CLIENT SUPPORT SPECIALIST - Tier II
Full-time, exempt position
- Work Location:** Biltmore area, Phoenix, Arizona
- To Apply:** E-mail (jobs@nfocus.com) or fax (602-954-9557) resume, cover letter, and salary range requirements.
- Job Summary:** This Tier II position handles all client issues, including higher level/complex issues. The Specialist will need to acquire a full understanding of nFocus Software (TraxSolutions) and be able to provide support to clients and assist with solution testing.

Essential Duties and Responsibilities include the following:

- Instruct and support client end users in use of nFocus Software software applications, documentation, and solutions via telephone, e-mail, and/or online chats.
- Provide remote and in-person TraxSolutions training to clients and nFocus Software employees.
- Remotely assist client end users with installation of hardware, software, and peripheral components, if associated with TraxSolutions.
- Troubleshoot operating systems, third-party software, workstations and peripherals as related to nFocus Software solutions and resolve problems for clients.
- Work remotely with clients to setup new sites.
- Log all activities and client contacts in tracking system.
- Communicate with all levels of clients in a positive, courteous, and professional manner.
- Assist with oversight of daily client support operations, ensuring all issues are resolved within established timeframes
- Provide updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.
- Assist Operations Manager as requested to meet department service and reporting goals.
- Within established procedures, inform the Development team of solutions enhancements to improve the client experience, to eliminate common client mistakes, or to meet a client need that is frequently requested.
- Review newly entered bugs for possible errors or misunderstandings, assess the level of severity, and assist Development in prioritizing issues.
- During/after deployments, test/manage the distribution of tickets to be tested by the team, including regression testing and testing bug fixes in stage and production environments.
- After release of features and enhancements, work with Development to ensure request was completed to client's satisfaction and functions bug-free.

Ideal Candidate must:

- Speak business English distinctly.
- Have excellent written, oral, and telephone communication skills.
- Be willing to travel 20% of the time.
- Be positive, enthusiastic, and willing to learn and improve/grow.
- Be self-motivated with ability to establish priorities and effectively manage time to complete multiple tasks within specified timeframes.

- Be organized with a strong sense of urgency.
- Adhere to established guidelines and procedures.
- Demonstrate high standards of quality and accuracy.
- Be in attendance and punctual as scheduled.
- Have strong follow-through on delegated tasks and assignments.
- Treat others with respect and consideration regardless of their position.

Education and/or Experience:

Required: Bachelors degree and two (2) year remote technical/client support/training experience.
Experience must have occurred within the last two (2) years .

OR

Associates degree and four (4) years remote technical/client support/training experience.
Experience must have occurred within the last two (2) years.

Preferred: Experience remotely supporting software and/or training end-users in an
inbound/outbound call center.
Experience testing software.

Benefits:

- Paid vacation
- Paid sick time
- Paid holidays
- Health insurance
- Retirement plan with Company match
- Ancillary benefits available

EOE/M/F/V/D