



## **Software Support Representative**

### **Essential Functions:**

You will respond to customer requests for technical services, answering routing questions on the function and use of products. You will utilize our company specific software to help troubleshoot, diagnose and solve problems on the fly by accomplishing the following:

- Solid understanding of Networking and Computer Operating Systems
- Exceptional Troubleshooting & Customer Service skills
- Ability to succeed in a fast paced support center environment
- Assist customers in the resolution of routine problems
- Answer, evaluate and prioritize incoming telephone, voice mail and email for assistance from customers using Edgerton Corporation software products
- Interview customer to collect information about the issue in order to accurately and quickly diagnose the problem
- Respond to customer complaints
- Log and track calls using issue tracking software and maintain history records and related documentation
- Provide timely feedback to management regarding customer concerns making recommendations on how to reduce them
- Conduct some software product testing to evaluate ease of use
- Accurately and completely document identified software defects

### **Qualifications and Requirements:**

Must be familiar with MS Office and need to have a working knowledge and understanding of basic networking and Windows Operating systems.

Experience using or supporting Microsoft Windows XP, Microsoft Office 2000/2003, hardware, local network printers, etc.

Must possess previous customer service experience, call center experience is a plus.

Excellent phone and customer service skills with the ability and desire to be courteous and professional on a consistent basis as well as the ability to listen carefully, communicate effectively and concisely, assessing questions raised by customers and providing complete answers quickly. The successful candidate will be detail oriented in problem research, problem solving and follow up. Solid computer skills with the ability to learn new software programs rapidly in conjunction with proficiency in Windows PC environment, Microsoft Office products, web browsers and web navigation skills. The ideal candidate will have an Associate's degree (A.A.) or equivalent from a 2-year college or technical school or 1-2 years related work experience and/or training.

If interested, please e-mail your resume to:  
Michelle Morrow, Recruiter  
mmorrow@edgertoncorp.com