

CUSTOMER SUPPORT ANALYST



JOB SUMMARY:

Vadim Software is seeking an experienced Customer Support Analyst. You will be an integral part of the Kelowna-based Customer Support Team and will be required to provide customers with application support on Vadim Municipal & Financial software. You will be accountable for managing customer requests, effectively troubleshooting and problem solving, and for delivering excellent customer service.

This position is based in Kelowna and reports directly to the Customer Support Manager.

WHAT A DAY LOOKS LIKE!

Busy! There is lots going on in Customer Support, and depending on the time of year, it can really vary. Our customers usually wear many hats in their organization, and look to us for assistance in ensuring our software is both operational, and being used effectively. At any given time, you can have many customers looking for assistance, and it's your responsibility to prioritize the requests to ensure customers are getting responded to appropriately, and to also communicate with customers on the phone so that their expectations are being exceeded.

Some requests will be fast and easy to resolve, while others will be complex and will challenge your troubleshooting skills.

Satisfaction comes from knowing you've helped a customer become more efficient in their job and that they can move forward and continue on with their business.

PRINCIPAL FUNCTIONS:

- Make our customers happy!
- Respond to software support requests from clients, carrying out detailed troubleshooting and research to identify a resolution to the issue
- Keep the customer up to date on the status of their requests to ensure customer satisfaction
- Effectively collaborate with team members to find solutions for our customers
- Promote additional add-on products and services that enhance the clients' use of our solution
- Prepare and document solutions for knowledge sharing with peers and customers
- Provide feedback to the organization that helps define and improve our offerings
- Complete timesheets; ensure proper entry and allocation of time to ensure accurate time entry reporting and billing to clients
- Other duties as assigned

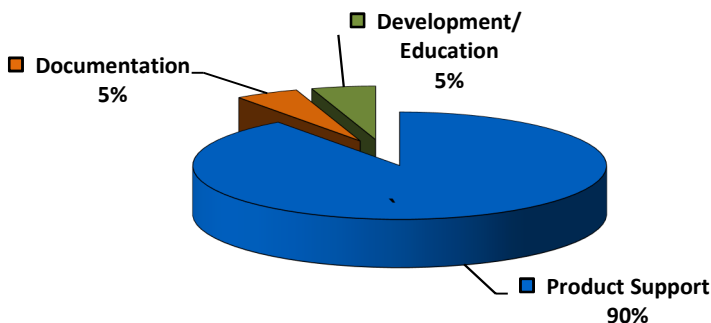
GENERAL RESPONSIBILITIES:

- Demonstrate team spirit by contributing to a positive and high performance team environment
- Assist others and always put forth your best effort with any individual or team related project
- Adhere to the policies and procedures as practiced by the team and company as a whole
- Attend and participate in team meetings as required
- Complete timesheets in an accurate and timely manner
- Assist with client seminars
- Present a professional presence and work area

**EDUCATION,
EXPERIENCE & SKILLS
REQUIRED:**

- Min. 5 years Accounting/Bookkeeping experience
- Sound knowledge of GAAP
- Experience with using or supporting Municipal and/or Financial systems (an asset)
- Customer Care, Support or Help Desk experience
- Solid customer service orientation
- Track record in Business Requirements Definition and Analysis
- Strong team player with effective collaboration skills
- Proven problem solving and analytical skills
- Enthusiasm for operating in a constantly busy work environment
- Ability to work calmly under pressure
- Proven record of meeting tight deadlines
- Ability to multi-task and prioritize
- Outstanding interpersonal and communication skills
- Strong personal initiative and work ethic
- Results and detail oriented

DETAILED DISTRIBUTION OF WORKLOAD:



Product Support	90%
<ul style="list-style-type: none"> ▪ Provide end user support for Vadim iCity applications ▪ Investigate/troubleshoot submitted requests to resolution ▪ Manage customer expectations for requests escalated to other areas of organization ▪ Own customer logs to resolution ▪ Escalate customer concerns to Customer Care Associate ▪ Actively participate and contribute to team meetings and discussions 	
Documentation	5%
<ul style="list-style-type: none"> ▪ Document record of events and time for all work completed ▪ Document solutions found to trouble logs ▪ Create knowledgebase articles 	
Development/Education	5%
<ul style="list-style-type: none"> ▪ Participate in iLearning sessions offered by Professional Services ▪ Participate in any in-house training applicable to iCity applications ▪ Self-study on iCity applications by reviewing documentation and technical design ▪ Determine and schedule required training for personal growth ▪ Professional development/career planning 	
Total	100%