

Support Analyst

Empathy Systems Global services

Description

The Technical Support Analyst is responsible for problem tracking, diagnosis, replication, troubleshooting, and resolution of product issues involving the Empathy products. This position is part of the Technical Support group within the Global Service Team. The TSA deals both with the OEM partners and end user customers. Frequent communication and collaboration with other organizations within the company is necessary to insure a successful customer experience. Support has to be provided via telephone, e-mail, or WEB interaction. 70% of this position is troubleshooting with customers 30 % will be working with OEM partners handling first line issues. Work with Tier 3 developers to determine root cause analysis for code related issues.

A passion for partner/customer success, a desire for continuous learning and greater responsibility, and the ability to work within a team are keys to success in this position.

Responsibilities:

- Function as primary partner/customer contact for all incoming and assigned customer cases by providing telephone, web, and email based technical support for products within Empathy's product Suite.
- Meet Empathy's contractual and internal goals for partner/customer communication by urgently responding to requests for assistance, tirelessly providing updates on the progress of each resolution, and quickly providing high quality, creative, and timely solutions.
- Acquire, maintain, and expand knowledge of relevant OEM product offerings, current support policies, and methods of support delivery, in order to quickly provide technically accurate and complete solutions.
- Effectively utilize support tools to document problems and propagate solutions to both customers and co-workers.
- Ensure that customer interactions are professional and demonstrate the highest possible level of service.
- Escalate customer issues and request assistance as appropriate.
- Constantly seek to proactively identify opportunities for improvement in all processes, communication, and documentation.

Requirements

- 3+ years software help desk experience
- Strong troubleshooting and analytical skills (must be able to figure out and resolve problems quickly and with little supervision)
- Ability to query the database using SQL (Select Statements). Must be able to write a select statement
- Database background knowledge and experience is preferred
- Experience in Microsoft SQL Server and/or Oracle is preferred

- Ability to maneuver through a database by reading schema and data dictionary, preferred
- Ability to troubleshoot Java applications (understanding the difference between Web based vs. Client based)
- Working knowledge of internet/LAN protocols, software and hardware firewalls, and authentication protocols.
- Ability to perform in a high-pressure environment
- Excellent customer support communication skills
- Ability to work both independently and in a team environment
- Must be able to travel on short notice, possibly some international (up to 15%)

Subskills:

- Knowledge/Experience with telephone switches preferred (any of these: Aspect, MiTel, Nortel, Rockwell, Lucent, Avaya, Meridian)
- Knowledge of CTI and voice connectivity and it's relation/integration into the company's product suite preferred

To Apply for this position, please forward resume and cover letter to khj@empathy-systems.com no later than February 24 2008



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