

**POWER ANALYTICS
JOB DESCRIPTION**

Job Title: Software Help Desk Support
Raleigh, NC

Department: Operations

Reports To: Director of Operations

FLSA Status: Non-Exempt

Position Summary: This is an entry level position to grow with the business in supporting very technical software of users all over the world. The candidate will accept and register service calls and electronic request then start a job ticket for each call. The candidate is responsible for closing level 1 job tickets. Candidate is responsible for referring level 2 service calls to appropriate Power Analytics Engineering support personnel and following through with successful closure of the customer request.

Essential Duties and Responsibilities

To be successful in this position an individual must be able to perform the following tasks satisfactorily. Willingness to learn and work with the team is a critical skill. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strategy and Execution
 - Accept & register Service Calls
 - Classify Service Calls according to the specified options
 - Execute 1st attempt to solve the Service Call
 - Refer Service Call to the appropriate Resolution Owner Support Group
 - Tracks the progress of an owned Service Call during entire lifecycle (from start to end, register to close) to ensure that it is resolved within the agreed Software Support Agreement (SMA) and updates Service Call records if necessary. (Note: is responsible that the solution is created but is not necessarily responsible for the solution itself).
 - Escalate to the appropriate management level when issues or concerns arise.
 - Close Service Call
 - Communication (internally / externally) about Service Calls, e.g., communicates the status of the Service Call directly with the customer or broadcasts to a larger audience as defined per SMA.
 - Report about Service Calls
 - Communicate response times for dispatched tickets to the customers
 - Manage the entire service request process ensuring adherence to SMA
 - Process and send management reports regarding services as described in the company's Quality Standards

- Support Director of Operations as requested to update CRM for job tickets, renewals, establishing new licenses, and support training classes as needed

Competencies

To perform the job successfully, an individual should demonstrate elements of the following:

- Customer-focused
- Knowledge of troubleshooting remote access issues
- Excellent communication skills, (active listening skills)
- Able to articulate and speak with clear voice
- Able to understand the business's objectives
- Able to understand and accept that the Customer's issues affect the business and that without the Customer there is no support department and that the Customer is an expert in their own field
- Must have empathy with end users
- Team player
- Professional code of conduct
- Must have a good understanding of the organization
- Must have a good understanding of business objectives
- Must develop a basic technical knowledge of Power Analytics software products, DesignBase in particular
- Able to deal with stress
- Good writing techniques (English)
- Good phone techniques (English)
- Organization skills

Tech Skills

- Technical helpdesk or technical call center experience as well as foundational knowledge of development terms/processes are desirable but not necessary for the right individual
- Ability to hold live meetings with customers to resolve license configuration or software bug issues.
- Disciplined, systematic problem-solving skills required.
- Hands-on work experience with the following:
 - Windows Operating systems
 - Clients: Windows7, Windows Vista, Windows XP, Windows 2000
 - Servers: Windows 2000, Windows 2003, Windows 2008,
 - Knowledge of Active Directory, Exchange 2003/2007
 - Remote desktop connectivity applications like Go-To-Meeting, WebEx, and Windows Native tools
 - Sales Force (CRM)
 - Internet browsers (e.g. Explorer, Chrome, Firefox),
 - VPN and remote dial-in users
 - Support for laptop, desktops, and cloud based applications
 - Others: Adobe Acrobat and other common desktop applications

- Experience with JIRA and Network Configuration and Windows Permissions/Services is desirable but not necessary.

Notice

The above job description is not intended to be an all-inclusive list of duties and standards of the position.

Contact Information

Interested candidates should send resume to slopiano@poweranalytics.com.