

Job Description

Job Title: Customer Support Specialist
Position ID: CS 102
Department: Customer Support (Technical Support)
Reports to: Customer Support Supervisor
Location: Headquarters – Pittsburgh
Exempt Status: Non-Exempt
Level: Professional

SUMMARY

Reporting directly to the Customer Support Supervisor, this position is primarily responsible for assisting clients with customer support issues. Additionally, this position is responsible for creating and updating manuals and documentation and providing basic training as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned.)

- Participate in the Customer Support Call Center queue for State and Federal client inquiries
- Assist clients with customer support issues to promptly and efficiently resolve their problems
- Check email for written requests and respond appropriately
- Promptly escalate difficult issues to the department supervisor or to cross functional department for immediate resolution
- Record all trouble tickets in the issue tracker systems
- Run reports and supply data as needed in support of customer report requirements
- Assist department supervisor with projects as requested
- Create and update documentation and manuals as required
- Create and update training videos and content
- Verify that application updates are applied and working properly
- Work with project managers, application programmers, and research department personnel to identify and resolve chronic Customer issues and bugs
- Other duties as assigned

EDUCATION AND EXPERIENCE

- Associates Degree, Bachelor of Science preferred, in Sociology, Social Sciences, Business Administration, Public Administration, or related discipline or equivalent experience.
- Understanding of SQL and basic information technology concepts and practices

- A minimum of 1 year of experience in a customer support function or equivalent educational background
- Demonstrated understanding of customer support and customer service fundamentals, preferably in an applications or Customer service environment
- Basic understanding and proficiency with Microsoft Office Suite

COMPLIANCE REQUIREMENT *Comply with all relevant information security policies and regulations, including HIPAA.*

PHYSICAL DEMANDS *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Incumbent will work primarily in an office environment and will be required to sit for extended periods of time and move from office to office or to conference rooms as needed. Incumbent will be required to use a PC with keyboard for extended periods of time and use a telephone. Incumbent may be required to lift objects up to 25lbs.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The work location is a climate controlled indoor office. Incumbent may be required to visit locations outside of the office from time-to-time. Incumbent will be expected to work in several projects/assignments simultaneously and may need to work outside of core operating hours as requested.

COMPETENCIES

- Listening
- Verbal and Written Communications
- Detail Orientation
- Patience
- Customer Service Orientation
- Problem Solving
- Attention to Detail