

Help Desk Ticket Support for Proprietary Software

Mount Laurel, NJ, US

FLSA Status

Non-exempt

Job Summary

Stokes Healthcare is seeking a highly-organized, self-motivated, and tech savvy associate to join the team. The Help Desk Ticket Support for Proprietary Software associate will assist in day-to-day oversight of IFill user account development and retention. The successful candidate will be able to work independently and meet multiple objectives with minimal supervision. A critical element of this role is being comfortable learning new software quickly and thoroughly, with the ability to communicate its features, functions and benefits to users and other relevant parties.

The Help Desk Ticket Support for Proprietary Software associate will participate in the strategy to grow usage of, and loyalty to, the IFill platform. This position will have tasks related to the on-boarding process of new users and build client relationship by acting as an interface between the client and IFill. They will work with clients to identify their needs and work within their team to communicate those needs internally to the Product Management team. They will take inbound calls from clients and make outbound calls as well. They will work directly with the client to help address any issues they may have in using the IFill software. This position requires a customer-centric personality with an ability to comprehend new software features quickly and completely, and effectively communicate how and why to use these to IFill users.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Triage & address inbound IFill users
- Make outbound calls to existing and prospective clients
- Advocate for the customer in driving issues to resolution
- Build and maintain positive relationships with customers
- Develop training materials based on customer requests and feedback and the product release cycle
- On-board new users and help them to understand and use specific features through webinars, calls, videos, documentation, and online tutorials
- Assess customer needs and requirements in order to facilitate product adoption
- Adjudicate and test releases to assure they meet specification and customer expectations
- Act as the primary point of contact between IFill and our newest customers assuring the best possible experience during their initial experience using our products
- Ensure customer success through ongoing user education and support

Required Education and Experience

- High school diploma or general education degree (GED)
- Attentiveness to customer needs – this position is the voice of the customer inside the company

- Patience – will frequently need to address issues that arise multiple times
- Clear communication skills – the CSR will spend a great deal of time working with customers on the phone and through email
- Product knowledge – will develop and deliver training on the products they support as well as interact with customers on a daily basis answering questions
- Time management – will face a dynamic workload and should be able to meet competing goals and manage multiple priorities
- Willing to learn – should have an ongoing desire to expand field of knowledge in all areas of responsibilities
- Phone skills – this position will often act as the voice of the company and will spend a great deal of time on the phone; presence and professionalism is part of our company branding
- Commitment to quality – should expect excellence from self and others
- Must have moderate computer skills and have the ability to learn new software programs quickly
- Must exhibit punctuality and low absenteeism

Eligibility Qualifications

- Previous experience supporting computer software products and services
- Previous experience dealing with short deadlines, interruptions and pressure
- Self-starting, working from own initiative as well as following direction

Competencies

- Attention to Detail
- Communication Skills
- Customer/Client Focus
- Organizational Skills
- Problem Solving/Analysis
- Technical Capacity

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates primarily in an office environment. This position requires the use of standard office equipment, and frequent standing and walking.

Language Skills

Must be able to read, write, speak and understand English fluently and have the ability to read and interpret documents such as operating and maintenance instructions and procedure manuals.

Mathematical Skills

Uses addition, subtraction, multiplication and the division of numbers including decimals and fractions when checking of reports, forms, records and comparable data where interpretation is required involving basic skills knowledge.

Reasoning Ability

Must have the ability to solve practical problems and deal with a variety of concrete variables in situations where substantial standardization exists. Must be able to interpret instructions furnished in written, oral, and diagram or schedule form.

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.

- May sit, stand, stoop, bend and walk intermittently during the day.
- May sit or stand seven (7) to ten (10) hours per day.
- Finger dexterity to operate office equipment required.
- Visual acuity to see and read fine prints.
- Must be able to hear normal voice sounds.
- May need to lift up to twenty-five (25) pounds on occasion

Position Type and Expected Hours of Work

This is a full-time position. Because of the nature of the business, work schedules may vary at times.

Travel

No travel is expected for this position.

Disclaimer

The above job description is intended to describe the general nature and level of work being performed by employees assigned to this job. It is not designed to capture or illustrate a comprehensive list of all responsibilities, duties, and skills required of employees assigned to this job.

AAP/EEO Statement

Stokes Healthcare is an Equal Employment Opportunity and Affirmative Action Employer.