

Software Support Specialist

July, 2010

Job Summary:

Provide technical assistance and deployment assistance to customers and internal stakeholders. Answer questions or resolve system problems in person, via telephone, or from remote locations. Assist in developing test plans and perform system testing as required. Work in a deadline-driven environment collaboratively with the rest of the product team through every step of the software development process.

Essential Functions:

- Identify, investigate, report and track bugs to closure.
- Coordinate subject matter expert involvement in troubleshooting support issues.
- Perform test cases and observe system functioning to verify correct operations and detect errors.
- Deploy software updates to customers as required.
- Develop and document product requirements as part of Product Development Team.
- Take part in the planning and implementation of the testing/quality strategy for new and existing projects.
- Develop training materials and procedures, or train users in the proper use of software.
- Maintain appropriate documentation for support, testing, design, and training activities.
- Provide progress reports on all assigned tasks as requested.
- Thoroughly learn the product and become a knowledgeable resource, able to respond reliably to a variety of product questions regarding functionality, scope, supported usage, etc.
- Assist in any other testing or support activities as deemed necessary by the software development manager.

Required Qualifications:

- Related training in vocational school, an associate's degree, or two or more years of work-related experience. Senior position requires a bachelor's degree, or four or more years in a related position.
- Demonstrated ability to analyze and understand complex software applications with minimal direction from more senior personnel.
- Understanding of testing cycles, testing methodologies and testing processes.
- Experience with client-server software and web applications configuration and deployment in Windows environments.
- Strong interpersonal skills required.
- Must be able to work within tight deadlines and be adept at balancing shifting priorities and time management.
- Must be a strong team player with excellent written and verbal communication skills in English.
- Ability to accept personal accountability and ownership for areas of responsibility.

Preferred Qualifications

- Experience working with databases such as MS SQL.
- Knowledge of and experience with C# enough to be able to contribute to code reviews and automated test script development.
- Experience working in object oriented programming in a .Net environment.
- Knowledge of the principles and processes for providing customer and personal services.