



Software Support Analyst

Our growing software technology firm is searching for a Software Support Analyst to provide excellent customer service to our clients who request assistance with our software.

Summary/Objective

The Software Support Analyst team represents our First Level Support (FLS) by managing the initial problem-solving contact with clients when assistance is requested. The primary role of the Software Support Analyst is to supply clients with prompt, accurate responses and an excellent customer service experience when contacting RFMS Customer Support.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Work under the guidance of the Software Support Team Leaders and Director of Software Support.
2. Receive and respond to client interaction via phone, email, chat and through help desk tickets.
3. Analyze client issues and concerns using questions and other diagnostic means in order to provide a workable solution to the issue.
4. Respond to messages received from clients in a timely manner and via an appropriate channel for the individual client and request.
5. Maintain working knowledge of all changes to the RFMS software, add-on modules, Measure, mobile apps, and all systems operation and setup procedures.
6. Maintain working knowledge of basic computer skills for troubleshooting basic technical questions.
7. Maintain working knowledge of basic SQL functions for testing clients' data.
8. Follow department protocol and guidelines for initial client contact being made via a phone call.
9. Collaborate with Director to establish and achieve goals for ticket close volume based on product knowledge and skills of individual Software Support Analyst.
10. Openly communicate with Director regarding needs for additional training on products, processes and procedures.
11. Escalate cases beyond FLS to the Software Support Team Leaders or Director of Software Support as appropriate.
12. Relay requests for assistance that are outside the scope of Software Support to the appropriate department or team member.
13. Maintain records of calls, correspondence etc. received and responded to using the automated call tracking system (Zendesk).

14. Author clear, grammatically correct and relevant support articles for inclusion in system knowledgebase.
15. Stay up to date on all published department policies such as, but not limited to, Security Protocol and Work from Home.
16. Initiate personal continuing education of RFMS software products, technical skills and customer service skills. Hone skills by reviewing videos and articles, attending webinars and practicing in the software.
17. Maintain confidentiality of all client data that is viewed or provided to SSA. This information is not to be distributed, discussed or shared with any non-RFMS employee.

Competencies

1. Client Focused.
2. Computer and Technical Literacy.
3. Communication Proficiency, both Oral and Written.
4. Time Management.
5. Problem Solving/Analysis.
6. Team Player.
7. Desire to Learn.
8. Tactful.

Other Duties

Please note this job description is intended to convey information essential to understanding the scope of the Software Support Analyst position and is not designed to cover or contain a comprehensive listing of activities, duties, skills, responsibilities or working conditions associated with the position. Duties, responsibilities and activities may change at any time with or without notice.

ESSENTIAL JOB QUALIFICATIONS

Required Education and Experience

1. High School Diploma or GED
2. Minimum 2 years RFMS Core software experience.
3. Minimum 2 years flooring industry experience.

Preferred Experience and Additional Skills

1. Bachelor's Degree in Business or IT related field

Additional Eligibility Qualifications

1. Must be able to read, write and understand English.
2. Employee must adhere to all rules and regulations the company, city, county, state or federal government requires.

OUR COMPANY

RFMS is the leading provider of business management and estimating software solutions for the floor covering industry. RFMS provides software, training, consulting and implementation services to more than 2,000 clients based in North America for more than 30 years. Our corporate office is based in Tuscaloosa, Alabama and the company employs 80+ employees throughout the US. Our company is growing at a rapid pace with divisions in New Zealand and distribution in Europe.

General benefits of employment include BCBS insurance (health/dental), vision insurance, company paid life insurance, 401K matching, Flexible Spending Account (FSA), profit sharing, holidays and vacation.

www.RFMS.com

Please apply by sending cover letter and resume to careers@rfms.com or contacting the Director of Human Resources.

Madeleine Bayless

Director of Human Resources

mbayless@rfms.com

205-246-227