



## Software Support Analyst

Our growing software technology firm is searching for a Software Support Analyst (SSA).

### **Summary/Objective**

The Software Support Analyst (SSA) maintains our First Level Support (FLS) by making the initial problem-solving contact with the client. Client incidents are logged in our tracking software from various sources. Client incidents are typically handled at FLS, but Software Support Analysts are responsible for escalating incidents to our Quality Assurance team as necessary.

### **Essential Functions**

1. Initiate and receive customer interaction.
2. Analyze the client's needs using questions and other diagnostic means and provide a workable solution to correct their issue.
3. Relay messages sent to or received from customers in a timely manner.
4. Stay informed of all changes related to the RFMS suite of software and its operation and setup.
5. Relay requests for help that is outside the scope of FLS to the appropriate department.
6. Maintain records of calls and correspondence through our automated call tracking system.
7. Write articles for our Knowledge Base.
8. Work under the guidance of the Escalation Agent.
9. Speak, read, write and comprehend English fluently.

### **Competencies**

1. Customer service oriented.
2. Strong computer skills.
3. Excellent, clear communicator (written and verbal).
4. Willingness to learn new programs.
5. Good Judgement.
6. Organizational skills and attention to detail.
7. Ability to follow direction.
8. Skills to diffuse tense situations.
9. Self-motivated without extensive supervision.

## Required Education and Experience

1. High School Diploma
2. Bachelor degree in Business related field (preferred)
3. RFMS software experience (preferred)

## 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](http://www.RFMS.com)

Please apply by sending your cover letter and resume to [careers@rfms.com](mailto:careers@rfms.com) or by contacting the Director of Human Resources. **You must indicate the job you are applying for in the subject line.**

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