

JOB DESCRIPTION



Position:	Application Support Specialist (Level 2/3)
Division:	North American Support
Reports to:	Manager of Support, Americas
Status:	Exempt

General Overview

The purpose of the Application Support Specialist (Level 2/3) position is to provide upper level technical support, for DocsCorp software, directly to the company's client base. This role is also responsible for installation / deployment support of DocsCorp software on Windows workstations and Citrix / Terminal servers along with providing administrative product training.

The ideal candidate should have a background in providing advanced technical support for Windows workstations, and servers, along with excellent communication skills, both written and verbal.

This is currently a work from home position, which will require the job candidate to have the proper environment to provide real time professional services using tools such as GoToMeeting, VMware and VOIP phone conferencing.

Specific Duties

- Support customers on complex technical issues including problems related to enterprise networks, servers and workstations
- Respond to requests and inquiries from clients within the pre-determined timeframe of our service level agreement
- Investigate and resolve problems installing software as a result of complex environmental variables including Document Management Systems, Citrix / Terminal servers and Novell networks
- Identify solutions to work around open issues / problems that are under investigation or pending resolution
- Work directly with client technology staff, and end users, to deploy and configure DocsCorp software
- Document, and track, case histories, issues, and actionable steps taken
- Perform company software research, testing, and recommendations
- Improve documentation of support policies and procedures
- Perform quality assurance testing of new software releases
- Provided technical support training to other team members

Knowledge and Skills

- Strong knowledge base of Windows operating systems
- Fundamental understanding of .NET applications and functionality
- Broad understanding of Microsoft Office products
- Knowledge of all standard hardware and software systems
- Previous experience troubleshooting application-related problems
- Ability to install and verify software package installations
- Knowledge of information systems concepts and terminology
- Knowledge of online technical resources and ability to access same
- Ability to communicate with a wide variety of people verbally and written
- Strong analytical skills

- Skilled at managing multiple priorities
- Assist in identifying project scope; outline steps for completion; manage project deadlines
- Technical knowledge of and experience with personal computers, servers, LAN/WAN, voice systems, and handheld devices
- Process improvement and measurement skills
- Interpersonal, presentation, communication, negotiations
- Knowledge of technologies for the legal field

Personal Attributes

- Forward thinking in the potential use of future technology
- Responds promptly to client needs and solicits feedback to improve service; meets commitments
- Must be open to suggestions and feedback from clients and staff
- Establishes own files; follows company policies and procedures; improves and maintains record keeping
- Must be flexible and willing to work to task completion beyond normal business hours, if necessary
- Reacts well under pressure and is comfortable working in potentially high-pressure situations
- Contributes to building a positive team spirit; treats others with respect and consideration regardless of status or position; inspires the trust of others
- Must be able to get along with other members of the company and peers
- Takes pride in work product and pays close attention to detail; researches methods by which to improve and promote quality; monitors own work to ensure quality
- Maintains confidentiality
- Strives to continually build knowledge and skills (professional and computer); shares expertise with others
- Assesses own strengths and weaknesses; sets and achieves challenging goals
- Displays willingness to make decisions; exhibits sound and accurate judgment; includes appropriate people in the decision-making process; makes timely decisions
- Maintains an excellent attendance record and is dependable

Prior Experience

- 4 - 5 years experience in a technology environment (several years in a professional services environment preferred)
- Candidate must have at least 2 years practical working experience as a Software Support Specialist or any combination of work and educational experience. Degree in Information Systems or Computer Science preferred
- Previous legal industry experience would be a plus
- Project Management experience would be a plus, as well as process design and documentation experience

Education

High school or equivalency required. College Degree in related field (MIS, business) preferred.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel. In addition, the employee is regularly required to use basic communication skills (talk and hear). The employee is occasionally required to stand; walk; reach with hands and arms; stoop and/or kneel. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, depth perception, and ability to focus.

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.