Software Technical Support Specialist

Job Description: Software Technical Support Specialist

Valogix, a Saratoga Springs Application Software company, is seeking an individual to support and implement its Advanced Inventory Forecasting and Planning application used for supply chain Demand (Replenishment) planning. You will have direct customer interaction, be responsible for timely response to customer's e-mail questions and requests, troubleshoot problems they may have, schedule and deploy software installations and upgrades.

Work locally near Saratoga Springs using remote and e-learning tools. Travel is extremely rare.

Required Skills:

- Ability to prioritize and balance multiple, on-going projects and adhere to deadlines and target dates3+ years in software call center (technical / customer) organization providing e-mail and telephone support
- 2+ years working with Relational Databases, Microsoft SQL Server experience preferred
- Experience troubleshooting applications in a Windows (server) environment
- Familiarity with ERP and Supply Chain Demand Planning systems
- Experience with SAP Business One and/or NetSuite preferred
- Skilled at Data Analysis – able to logically analyze when data results make sense or is questionable
- B.A./B.S. degree or equivalent work experience
- Demonstrated troubleshooting skills. Superb analytical skills: Ability to think "outside-the-box" to resolve problems.
- Practical business experience solving supply chain demand planning problems
- Excellent verbal and written communication skills
- Highly enthusiastic, positive-minded, service-oriented individual

Key Responsibilities:

- Provide prompt Level 1 & 2 Product, Technical and Implementation support to customers, partners and sales team with high degree of customer satisfaction and technical expertise
- Follow up with customers on all open tickets to ensure customer satisfaction, adhering to published call response times
- Work closely with customers on technical problem solving, assist in product installation, recreate reported issues.
- Maintain ticket ownership from initial customer contact to ticket resolution, which includes supporting escalations if appropriate and providing customer updates
- Develop functional expertise on Valogix product line (Demand Planning, Replenishment Planning, etc.)
- Work with other Valogix departments such as Product Management and Development to ensure seamless support to customer and continued improvement of product line
- Generate and provide software licenses to customers and business partners
- Verify customer remote connection and interface sourcing information
- Coordinate and perform product installs/upgrades with customers and business partners
- Back up custom interfaces from customer's local server

Contact: Send Resume and salary history to jobs@valogix.com

No phone calls, please.