

## **Support Engineer – Level 1**

Vision Government Solutions, Inc., a premier provider of mass appraisal (CAMA) software and services in the United States, is seeking a strong Support Engineer – Level 1 for its DevOps business unit. We are a privately-held firm that is based in Hudson, Massachusetts and are well-positioned for continued growth.

### **Summary:**

The Support Engineer – Level 1 will provide quality support to clients, employing a high degree of customer service, technical expertise, sense of urgency and timeliness. The qualified candidate will have frequent interactions with customers; therefore, must be effective in interpersonal communications and problem solving. The Support Engineer – Level 1 will have a high degree of patience and problem management techniques to solve problems. The right candidate will be able to follow through on resolution with users, adhere to established standards in resolving problems, track calls, and document details and solutions into ticketing system. This position will report to the Software Solutions Manager.

### **Essential Functions:**

- Working with clients to determine the nature of problems
- Approach incoming calls confidently with logical and problem-solving skills
- Support clients using our proprietary software via phone calls, e-mails, and internet portal in a timely manner, in accordance with standards
- Research, diagnose, troubleshoot, and identify solutions to resolve customer issues.
- Ensure proper documentation of all troubleshooting steps and communication throughout the life cycle of reported issues
- Provide prompt, accurate, and courteous feedback to customers.
- Work proactively with internal teams to communicate issues, releases and general information to external clients
- Coordinate efforts with other teams and teammates for proper escalation of issues
- Acquire and maintain current knowledge of relevant Vision product offerings and support policies to provide technically accurate solutions to customers
- Learn and adapt to new technologies through training, self-advancement, and collaboration with peers
- Participate in team projects that enhance the quality or efficiency of the team
- Suggest changes in software support processes based on observations
- Assist in special product related issues as needed

### **Qualifications:**

Technology evolves quickly, with new tools, processes, operating systems and platforms continuously being developed. With this fast-paced work environment, it is vital that candidates have current IT knowledge and a desire in actively seeking continual learning as a part of their

daily responsibilities. Prior work experience involving customer support by way of phone, email or in person is expected.

- Experience working in a fast-paced environment where priorities change rapidly
- Experience working as member of team in a collaborative environment
- An associate's or bachelor's degree in information systems or a related field is preferred but not required for this position
- Experience diagnosing problems with software products is preferred
- Experience with relational databases is a plus
- HDI Analyst or ITIL V3 certification is a plus

**Key Skills:**

- Analytical and troubleshooting skills
- Excellent customer service and interpersonal skills; telephone etiquette
- Strong and effective oral and written communications skills; technical and nontechnical
- Demonstrate problem-solving skills
- High attention to detail
- Ability to manage multiple priorities
- Comfortable talking with customers, peers, and managers
- Ability to adapt and desire to work in fast pace environment where priorities change rapidly
- Ability to effectively prioritize and execute tasks in a high-pressure environment