

Customer Technical Support Specialist

Summary:

This position is responsible for receiving all phone calls and emails from SLG customers and providing accurate information quickly to resolve issues and answer questions regarding SLG software, hardware and process solutions. The Customer Technical Support Specialist will seek solutions from the SLG technical team when needed. Support includes answering questions, troubleshooting issues, assisting with software development, testing and implementing solutions, and providing needed support with projects.

Responsibilities:

- Provide Level 1/2 support for SLG customers by gathering information, troubleshooting and giving a response in the form of an answer, a solution, or a future response.
- Efficiently train users (breweries, end users, partners, and employees) to maximize the use of the SLG systems and solutions.
- Provide business analysis and quality assurance support for software development.
- Create, review, and update department documentation for processes and procedures.
- Execute software, hardware and process testing and development as needed.
- Work with management and other departments to improve software, hardware and processes.
- De-escalation of customer service issues using customer service techniques and conflict resolution processes.
- Demonstrate professionalism at all times and meet deadlines for technical and customer service issues.

Required Education/Experience/Skills:

- Bachelor's degree from an accredited university in Computer Science or similar discipline.
- Two (2) years of progressive experience with technical support/customer service.
- Demonstrated customer service skills using conflict resolution and customer service techniques.
- Experience with database queries and computer science systems including programming.
- Advanced knowledge of Microsoft Excel including use of pivot tables and macros.

Preferred:

- Application Experience with a transportation management system, warehouse management system, and/or an order management system.
- Spanish language skills both written and verbal.
- Experience translating technical concepts to non-technical partners.
- Supply chain industry credentials such as SCOR, APICS, Six Sigma or Lean.

Essential Requirements

- Work may involve sitting for extended periods.
- May require lifting and carrying up to 25 lb.
- Generally an office environment, but can involve inside or outside work depending on task.
- Standard office equipment (PC, telephone, fax, etc.)
- Regular attendance in accordance with established work schedule is critical.
- Ability to work outside normal schedule and adjust schedule to meet peak periods and surge requirements when required.
- Must be able to work in a team atmosphere.
- Must put forward a professional behavior that enhances productivity and promotes teamwork and cooperation.
- Grooming and dress must be appropriate for the position and must not impose a safety risk/hazard to the employee or others.
- This position may require some commuting and traveling to other installations as needed.