



Job Title: TRAINING AND SUPPORT SPECIALIST - Tier II
Full-time, exempt position

To Apply: E-mail resume, cover letter, and salary range requirements to jobs@nfocus.com.

Job Summary: This Tier II position handles all training and client issues, including higher level/complex issues. The Specialist will need to acquire a full understanding of nFocus Software (TraxSolutions) and be able to provide onsite as well as online training and support to clients and assist with solution testing.

Essential Duties and Responsibilities include the following:

- Provide training and technical assistance to clients, both remotely and onsite.
- Remotely (via telephone, e-mail, and/or online chats) train, instruct, and support client end users in use of nFocus Software software applications, documentation, and solutions.
- Work remotely with clients to setup new sites.
- Log all activities and client contacts in tracking system.
- Communicate with all levels of clients in a positive, courteous, and professional manner.
- Provide updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.
- Communicate with Development team regarding enhancements to improve the client experience, to eliminate common client mistakes, etc.
- Review newly entered bugs for possible errors or misunderstandings, assess the level of severity, and assist Development in prioritizing issues.
- During/after deployments, test/manage the distribution of tickets to be tested by the team, including regression testing and testing bug fixes in stage and production environments.
- After release of features and enhancements, work with Development to ensure request was completed to client's satisfaction and functions bug-free.
- Must be able to travel 20% of the time.

Ideal Candidate must:

- Speak business English distinctly.
- Have excellent written, oral, and telephone communication skills.
- Be positive, enthusiastic, and willing to learn and improve/grow.
- Be self-motivated with ability to establish priorities and effectively manage time to complete multiple tasks within specified timeframes.
- Be organized with a strong sense of urgency.
- Adhere to established guidelines and procedures.
- Demonstrate high standards of quality and accuracy.
- Be in attendance and punctual as scheduled.
- Have strong follow-through on delegated tasks and assignments.
- Treat others with respect and consideration regardless of their position.

Education and/or Experience:

Required: Bachelors degree and two (2) year remote technical/client support/training experience.
Experience must have occurred within the last two (2) years .

OR

Associates degree and four (4) years remote technical/client support/training experience.
Experience must have occurred within the last two (2) years.

Preferred: Experience remotely supporting software and/or training end-users in an inbound/outbound call center.
Experience testing software.

Benefits:

- Paid vacation
- Paid sick time
- Paid holidays
- Health insurance
- Retirement plan with Company match
- Ancillary benefits available

EOE/M/F/V/D