



## Support Specialist - Accounting

NATIONAL INFORMATION SOLUTIONS COOPERATIVE

**Job Category:** Accounting/Finance

**Job Source:** nrbjobs.com

### Job Summary

**Employment Type:** Full Time

**Gender:** Any

**Career Level:** Entry Level

**Salary:** Negotiable

**Experience:** 1-5 years

**Posted On:** 21 Apr 2024

**Application Deadline:** 20 May 2024

### Job Context

- This position reports to a support team lead, and works closely with the support team and team's software engineers in resolving issues. This position emphasizes customer service and ability to problem solve and troubleshoot. Ideal candidate will be highly self-motivated and eager to learn.

### Job Description/Responsibility

- Provides superior customer support to internal and external customers in all encounters.
- Assists customers in all aspects of application support including problem solving, training, and on-going support.
- Prepares cases and follow-up to resolution.
- Performs research of basic application problems, resolves issues for Member/Customers who are using the application and recommends changes or enhancements as directed.
- Facilitate and follow up with Member/Customers on basic requests and procedures.
- Assists with mass communications to Member/Customers.
- Assists with software release process.
- Utilizes all support tools as directed.
- Conveys customer feedback to product development staff as appropriate.
- Perform on-site training or deliver remote application training to Member/Customers via Web Tools.
- Provides after hours support.
- May develop and deliver training to coworkers as assigned.
- May prepare materials and deliver National IT Learning Center classes.
- May prepare materials and deliver Member Information Conference (MIC) sessions.
- May be called upon to assist in other support areas.
- May be called upon to participate on design teams regarding application enhancements.
- May be called upon to participate in testing of new product development or enhancements.
- May be required to travel to customer sites.
- Other duties as assigned.

## **Education Requirements**

- Bachelor/ Honors(Bachelor Degree in any Discipline) completed.

## **Additional Academic Requirements**

- Bachelors Degree in a business-related field or equivalent experience.

## **Experience Requirements**

- 1 - 5 years of experience is required.

## **Additional Experience Requirements**

- Generally requires 1-5 years of product usage or support experience either at NISC or similar related experience.

## **Skills Requirements**

- Basic knowledge of NISC's products' features and functionality.
- Basic knowledge of other integrated industry applications and services.
- Basic knowledge of Project Management processes and theory.
- Basic knowledge of Service Level Management (SLM) best practices.
- Basic knowledge of the Utility or Telecom industry.
- Familiarity with other integrated applications and services.
- Excellent verbal and written interpersonal and communication skills.
- Excellent presentation and training skills.
- Excellent telephone etiquette and an ability to deal effectively with Member/Customers.
- Excellent research and problem-solving skills with a strong attention to detail.
- Strong PC skills.
- Ability to effectively lead, influence and teach others.
- Ability to organize and prioritize.
- Ability to interact in a positive manner with internal and external contacts.
- Ability to work independently, as well as in a team environment
- Ability to travel as often as necessary to meet the goals and objectives of the position.
- Commitment to NISC's Statement of Shared Values.

## **Work Area**

- Applicant should have experience of working in the following category(ies): Accounting/Finance

## **Industry Type**

- Experience should include the following skills: IT/Telecommunication

**Address:** Lake Saint Louis, MO, Lake Saint Louis, MO, United States

**Company Profile:** Enterprise Software & Network Solutions

**Company Website:** <https://www.nisc.coop/>