

**Title:** Senior Technical Support Analyst  
**Department:** Client Services

**Summary:** This position reports to the Vice President of Customer Focus and is responsible for the review, analysis and evaluation of information technology and system operation for the Company's proprietary software in addition to training, coaching and mentoring junior members of the Client Services teams. Essential duties and responsibilities include the following:

**Essential Functions:**

- Manage escalated cases from client relationship representatives providing complex system analyses and advanced troubleshooting support;
- Professionally facilitate interdepartmental communication to effectively close open cases;
- Review the progress and accuracy of client relationship representatives work while providing technical guidance on more complex issues;
- Manage customer cases and document all correspondence through customer relationship software provided;
- Act as a liaison with other eSchool Solutions teams in order to improve product and service quality;
- Provide World Class customer care by building and maintaining strong relationships with internal and external customers.

**Responsibilities:**

- Ensure the speedy resolution of customer support incidents;
- Act as a mentor in the Client Service team and proactively evaluate the skills of client relationship representatives and coach for improved performance;
- Prepare and update documentation related to training and development for internal and external customers;
- Evaluate need for, develop and maintain FAQ's and Knowledge Base Articles;
- Participate in a 24/7/365 on call support rotation for systems down;
- Works under general supervision with a high degree of creativity and latitude expected.

**Experience/Qualifications:**

- Minimum of 5 to 8 years of experience working as a senior representative in a technology help desk in IT support/software support and Customer Service via the telephone / web;

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- Experience administering and configuring Java EE applications (Apache Tomcat, Java, JSP);
- Strong experience with relational databases required, MySQL preferred including SQL Scripts, Basic queries, (e.g. select statements w/ multi-table joins);
- Strong Microsoft Windows and Linux/Unix skills are required;
- Moderate experience with networks (LAN, VPN, FTP, SSH, SSL, Firewalls);
- Experience with major ERP platforms including SAP, Oracle, Peoplesoft as well as legacy AS400 ERP applications a plus;
- Experienced with common reporting and analytics applications like Crystal reports, Jasper Reports, Microsoft reporting services, etc. a plus;
- Experience supporting Telecom environments with Dialogic and IVR products a plus;
- Experience with WEB Design using GWT, Ajax, Ruby, Cold Fusion or similar scripting language a plus;
- Must have the ability to work independently and in a team environment;
- Must have experience handling escalated customer calls and expertise in successfully resolving those calls to the satisfaction of the customer;
- Must have the ability to manage multi-departmental correspondence in a high energy atmosphere;
- Ideal candidate will equally display technical skills, communication skills, and professionalism;
- Ability to learn proprietary software rapidly with minimal oversight;
- Familiarity with k12 environment a plus.

**Education:**

Bachelor's degree in Computer Engineering, Management Information Systems, Computer Science or equivalent from a four-year college or university and four to six years of related experience and/or technical training or equivalent combination of education and related experience.

**TO BE CONSIDERED PLEASE FOLLOW THE FOLLOWING SUBMISSION PROCEDURE:**

1. Submit your resume and cover letter in a Microsoft Word attachment to [stsa0410@eschoolsolutions.com](mailto:stsa0410@eschoolsolutions.com);
2. Include salary requirements, range or history and a brief statement explaining why you are qualified.

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