

Salient Corporation

POSITION DESCRIPTION

Position: Technical Support Specialist I	
Department: Technical Support	Reports to: Technical Support Manager
Job Classification: Non-Exempt	

PURPOSE: Respond to and resolve incoming Client technical support calls and Client technical support email regarding Salient software products in a courteous, professional and timely manner.

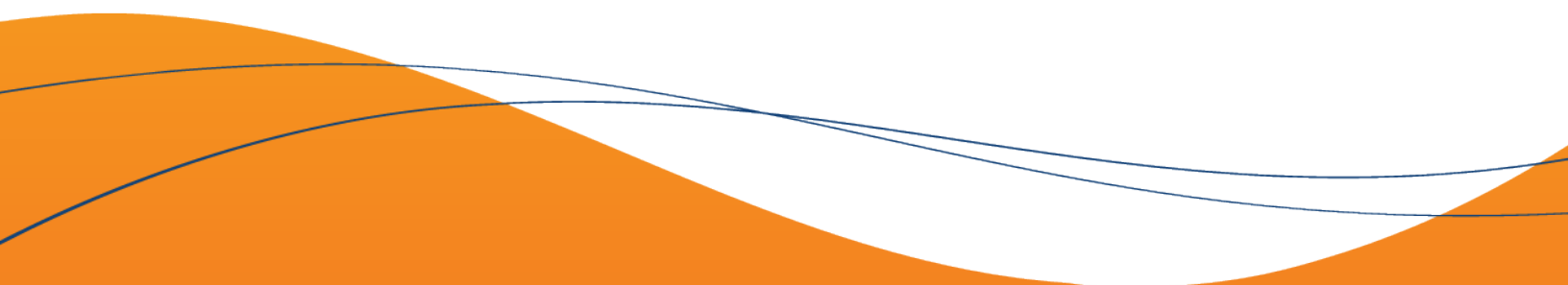
Duties & Responsibilities: Primary duties that reflect the key tasks for this position:	
**	Accurately open, update and close any Client technical support issue via support issue tracking software. <u>Definition:</u> A 'closed' Client technical support issue – A Client technical support issue is considered closed when confirmation is received from the Client (via email or telephone call) stating that the problem/question has been satisfactorily resolved.
**	Test solution to Client technical support issue for validity prior to responding to the Client.
**	Verify any Salient software product 'defect' or requested 'enhancement' originating from a Client technical support issue and elevate to the QA Manager via designated online Defect/Enhancement reporting software.
**	Support internal Salient Client base, as well as external Client base.
**	Track all time spent on work performed to complete any task/issue, using the company designated time reporting software.
**	Escalate any difficult technical support issue or noted dissatisfied Client to the Senior Technical Support Specialist and Technical Support Manager.
**	Escalate any sales or consulting opportunity resulting from Client communications to the Technical Support Manager and appropriate Account Executive.
**	Carry out other duties as necessary to perform technical support function and as assigned.

Complexity of Work & Decision-Making: Moderate risk. The Technical Support Specialist is primarily a 'customer relations' position. Professionalism, courtesy and product/technical knowledge is paramount to maintaining positive relationships with Salient Clientele.

Measures of Performance: Client feedback (internal and external); Salient product knowledge growth rate; timeliness toward support issue independence; quality/timeliness of support issue resolution; readiness for cell phone coverage.

QUALIFICATIONS: To perform this position successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education: Minimum two-year technical degree (preferably in Information Systems, Computer Programming, Personal Computer or related studies).



<p>Experience: Minimum two-year technical customer service position involving computer software/hardware support.</p>
<p>Required Skills or Knowledge: Personal computer operating systems (Windows 2000 and newer, some MS-DOS helpful), communications software (VPN, Remote Desktop, Citrix), Email skills (Exchange/Outlook).</p>
<p>Functional/Technical Competencies: Outstanding customer communication skills, verbal and written. Ability to guide non-technical, as well as technical clientele to issue resolution. Solid cross-mix of 'people' skills and technical knowledge important. Strong personal computer/operating systems knowledge and navigation ability. Ability to meet rigorous time demands and cope with related stress levels involving multiple tasks.</p>
<p>Language Skills: Ability to analyze/read/write routine and technical correspondence (English); to communicate effectively with Salient internal and Client staff at all position levels. Ability to comprehend Spanish, Portuguese or other languages a plus.</p>
<p>Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.</p>
<p>Reasoning Ability: Ability to analyze/define problems with documented and collected information (verbal and non-verbal), establish patterns and draw conclusions toward a valid resolution as it relates to the function of Salient software products.</p>
<p>Physical Demands: Effective computer equipment dexterity (keyboard and mouse). Extended periods of sitting and telephone use may be necessary.</p>
<p>Licenses or Other Definitive Technical Skills: Personal computer technical certifications (A+, Microsoft, etc) are a plus, but not required.</p>
<p>Other: Possible shift in scheduled office hours (dependent upon business levels). Travel: None or minimum required.</p>