



Customer Support Analyst

Strategic Insurance Software is actively seeking a Customer Support Analyst to provide customer service and technical support for agency management software users and clients. Details and qualifications are listed below.

Objectives:

- Provide customer service and technical support to facilitate installation, implementation, maintenance, education and documentation of a variety of computer and software technologies utilizing the telephone and remote communication technologies.
- Meet Service Level Agreements set by client.
- Document detailed information about every call incident with prompt analysis of probable cause and assessment of severity and priority, while remotely diagnosing underlying causes to customers' problems to resolutions.
- Install, configure and troubleshoot new software, updates, and patches.
- Provide support to troubleshoot hardware and network conflicts to resolutions (includes, but is not limited to Desktops, Laptops, Printers).

Requirements:

- One to three years of previous service support experience that required extensive telephone contact.
- Experience with Windows Operating System. (Windows XP and higher)
- Solid understanding of the internet and remote access tools.
- Ability to communicate/document detailed technical information, as well as demonstrate effective verbal and interpersonal skills.
- Demonstrate effective analytical and problem solving skills, as well as time management.
- Insurance industry and/or agency management system experience is preferred.
- Accounting and training experience is also a plus.

Full-time position. Salary plus benefits.

If interested, please email a resume and cover letter to bwenning@sisware.com.