

## Job Posting

**Job Title:** Technical Analyst  
**Department:** Customer Support  
**Division:** Development  
**Last Reviewed:** June 30, 2004

### SUMMARY

- Provides courteous, professional front-line technical support services to ACD software customers.
- Gathers information to analyze and solve problems in an efficient manner.
- Recognizes and provides solutions to common customer problems and inquiries.
- Tracks and enters incoming call information, utilizing our internal CRM database system.
- Reports any software related problems to QA department for appropriate action and correction.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** Includes the following. Other duties may be assigned.

- The primary responsibility of a Technical Analyst in ACD Systems, Customer Support Department is to provide timely, accurate, and up to date answers to inquires from our registered users and potential buyers of our software products. These inquires may come via phone, mail, email, FAX, express courier or as postings to our public online forums. Inquires may require product information, software updates, software upgrades, as well as troubleshooting technical problems.
- Evaluates, and prioritizes all incoming contact from ACD customers experiencing problems with our software products.
- Interacts directly or indirectly with our customers in a troubleshooting process to collect detailed information related to problem(s) the end-user is experiencing with ACD Systems software products. Guide the customer through diagnostic procedures to determine the source of errors or issues.
- Identify issues, research, isolate and document. Follow-up by reporting reproducible problems to QA and Development through our internal bug reporting system, while keeping the customer informed.
- Log and track all incoming customer contact using our internal CRM database and maintain customer history records and related documentation.
- Analyzes and evaluate incident reports and make recommendations to reduce help line incident rate.
- Consults with QA and ACD programmers to explain software errors, or to log customer enhancement requests for ACD programs.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to establish and maintain effective working relationships with all internal and external stakeholders.
- Ability to work independently and in a team environment.
- Ability to gain and retain product knowledge through hands on experience.
- Ability to pay careful attention to details.
- Solid analytical and investigative skills.
- Excellent communication skills, in both written and verbal form.
- Outstanding organizational skills with an ability to work under time constraints.
- Solid understanding of what is involved with the provision of quality internal and external customer service.
- Possess an inherent interest in the cutting edge technologies Customer Support is exposed to.

## **QUALIFICATIONS**

- Experience with various operating systems, databases, and software programs:
  - Windows 95/98/ME/NT/2000/XP/ Mac
  - Relational database client software
  - MS Office Suite - Word, Excel, Outlook, and PowerPoint
- Working knowledge of Digital Cameras, Scanners, Handheld devices, Image Editing or Graphic Design software preferred.
- Minimum 1 year of experience with the provision of technical support services.
- Minimum of a certificate or diploma in a related technology program.