

**Vision Government Solutions, Inc.**  
**JOB DESCRIPTION**

**JOB TITLE:** Software Support Specialist I  
**DEPARTMENT:** Customer Support  
**REPORTS TO:** Manager of Customer Support  
**FLSA STATUS:** Exempt  
**PREPARED DATE:** April 2016

The **Software Support Specialist I** is a member of the first level customer support team, whose primary responsibility is providing response oriented application support of customer requests and issues. The position requires software support experience, strong organizational skills, a deep commitment to customer satisfaction and desire to participate in driving continual process improvement.

The incumbent in this position must have strong communication skills and a customer service mindset as this position will serve as a primary face and voice of the organization to it's clients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** - Other duties may be assigned:

- Monitor ticket tracking system and respond to incoming requests for help via all supported methods, during all assigned time periods, in accordance with company policies and departmental procedures.
- Serve as point of contact for reported incidents and drive these incidents to resolution
- Adhere to company and industry best practice standards for application troubleshooting, including documentation, incident replication, and systematic root cause analysis
- Troubleshoot and address incidents within Vision's suite of applications
- Write SQL Server queries to assist in troubleshooting
- Primary point of contact for standardized, scheduled DPOF type requests, including but not limited to; Client Data Pulls, Data Push to clients, Web updates

**QUALIFICATIONS/COMPETENCIES** - The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Ability to analyze support incident tracking database to determine trends in application performance
- Demonstrated ability to troubleshoot integrated applications to determine the root cause of issues
- Exceptional oral and written communication skills with the ability to interface with all levels of a client organization
- Ability to learn and adapt to new technologies through training, self-advancement, and collaboration with peers
- Solid analytical abilities, including the ability to analyze existing business processes and determine improvements
- Ability to adapt and desire to work in face paced environment where priorities change rapidly
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Experience working as member of team in a collaborative environment
- Advanced level user skills with MS Office Suite of applications

#### **EDUCATION AND/OR EXPERIENCES:**

- Bachelor's degree in Information Technology or 2+ years working with customer support teams to resolve customer issues in a timely manner
- 3+ years working with cross functional teams to resolve customer issues in a timely manner
- Demonstrated Experience supporting business applications on an enterprise scale
- Exposure to VB, ASP, .net, java, SQL or Oracle

#### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- HDI Analyst or ITIL V3 certification preferred

#### **SUPERVISORY RESPONSIBILITIES:**

- None

#### **COMMUNICATION:**

- Confident, self-assured and comfortable presenting to management
- Strong listening skills
- Ability to maintain presence and control
- Strong ability to influence across and up in the organization

#### **CULTURAL STYLE & FIT:**

- Welcomes change as an opportunity to grow rather than feeling threatened
- Self-starter - takes the initiative naturally
- Cohesive team worker and open minded to the ideas of others

- Will “catch the ball” for peers, colleagues and team members
- Transparent and open

**SELF DEVELOPMENT:**

- Welcomes continued personal growth and development
- Looks to learn from peers and management as well as mentoring others
- Willing to take on new and additional responsibility quickly
- Willing to step outside comfort zone

\*This job description is not intended to be and should not be construed as an all- inclusive list of all the responsibilities and working conditions of the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to add, modify or remove duties as necessary.

	<b>Occasionally .25-2.5 Daily Hours</b>	<b>Frequently 2.5-5.5 Daily Hours</b>	<b>Continuously 5.5-8 Daily Hours</b>
Sit			X
Stand	X		
Lift/Carry (5-10 lbs.)	X		
Walk	X		
Drive	X		
Reach Above	X		
Bend/Stoop	X		
Pushing/Pulling	X		
Fine Manipulation			X
Stress Level	___Low <u>  X  </u> Moderate    ___High    ___Very High		