<u>**Role Description**</u>
Software Support Specialist, Customer Support

About Vision: Vision Government Solutions is a leading high-tech Government Technology firm providing cutting-edge software and services to the public sector. Our organization is quickly ramping growth, and we are looking for people to join our teams to help us do that successfully.

Title: Software Support Specialist, Customer Support

Role Description:

The Software Support Specialist will be responsible for providing day-to-day software and database support to our growing customer base. The Vision Customer Support team works directly with our customers to answer questions related to our software and troubleshoot reported issues. The Customer Support team is the face of Vision for our customers and plays a critical role in their continued happiness using our products. We are looking for a highly motivated individual with a demonstrated capacity to learn technical concepts and a positive attitude to join our team.

The goal of this role is to ensure that Vision customers rave about our software products, and the quality of the support they receive in using them. Customer satisfaction is critical to our success, and as a result we view having a strong Customer Support team as paramount.

Key **roles & responsibilities** include:

- Work directly with customers to answer all software questions and ensure complete resolution of software issues
- Serve as "voice of the customer", advocating internally to drive the product roadmap in a way that will be most beneficial to our customers
- Focus on developing team processes to help us become more efficient in our day-to-day activities
- Partner with newly implemented or upgraded customers, to ensure a smooth transition after new software implementations and upgrades
- Align with internal teams on company strategy, working with strategic customers to help Vision meet its goals

The **ideal candidate** for this role will have:

- Excellent written and oral communication skills. The ideal candidate is able to communicate technical concepts in a way that is easily understand by all parties
- A strong sense of urgency, and the ability to take on multiple tasks at once and prioritize the most critical
- Customer empathy and a passion for helping customers. They refuse to give up until the customer is happy
- A highly positive attitude, and a desire to work in a fast-paced, collaborative environment
- A proven ability to learn technical concepts – experience with SQL, Salesforce, JIRA, Microsoft Office Suite a plus

- Experience troubleshooting software, and the ability to think critically under pressure. Prior experience in a technical customer support role a plus
- An organized, detail-oriented approach to work

If you are interested in joining us, [please submit a resume and cover letter](#) describing your interest in the role and alignment with the qualifications described above. We look forward to meeting you!