



Job title: Technical Support Specialist
Department: Customer Service
Reports to: Manager of Technical Support
FLSA Status: Exempt

Position summary: Provide technical support to our customers for the multiple versions of our energy management software for EnergyCAP, Inc.

General purpose: Technical support, problem solving, customer training

Position responsibilities:

- Provide customer support via multiple communication channels
- Answer customer inquiries regarding computer software and hardware operations to resolve problems
- Maintain records of daily data communication transactions, problems and remedial actions taken, and installation activities
- Develop internal and external help materials and process procedures
- Train customers in the proper use of hardware and software
- Assist staff with any additional responsibilities that are assigned

Essential skills and experience:

- Advanced skills in SQL/T-SQL, SQL Server, and Web technologies
- Comfortable with multiple deliverables to customers' questions in a fast paced environment
- Excellent communication (both oral and written), interpersonal, organizational, and presentation skills
- Capable to communicate technical concepts to technical and non-technical audiences
- Self motivated, detail-oriented, and organized
- Ability to critique and improve processes in order to enhance customer service
- Commitment to company values of Product Leadership, Operational Excellence, Customer Intimacy, and Good Stewardship

Valued but not required skills and experience:

- Associates degree or equivalent in technical support field from an accredited institution
- Minimum of 3 years experience in technical support
- Experience with ticket management and monitoring software
- Experience with issue and project tracking software
- Understanding of business approaches that align development with customer needs and company goals
- Understanding of the energy industry

Reporting to this position: There are no direct reports for this position, but the Technical Support Specialist will work collaboratively within the Customer Service department and the Manager of Technical Support.

Physical demands and work environment: The required normal working hours are 40 hours/week, 8 AM – 5 PM ET. The office is an open work environment in order to facilitate teamwork with collaboration encouraged across departments.

General sign-off: The employee is expected to adhere to all company policies and act as a role model in the adherence to policies.

I have read and understand this explanation and job description.

Signature: _____

Date: _____