



Software Technical Support Specialist

2018-1003

At [APSS](#), our vision is *Tomorrows' Technology Today*. We are looking for experienced technical support specialists to provide exemplary customer service and software application support to customers with a wide variety of technical aptitude. A positive attitude and well-grounded sense of humor are a must in this fast-paced, high pressure, mission critical environment.

Perks & Benefits: APSS provides a casual work environment, competitive salaries, and a compensation structure that rewards contribution and hard work. Additionally, we have stocked kitchens, fresh popcorn, endless chocolate, and much more! Our full benefits package includes retirement packages, medical, dental, vision, life, AD&D, and STD/LTD.

Position Summary: Provided technical support to APSS clients, assisting them with questions and troubleshooting problems; associated with the Alert Public Safety Solutions Software. Enter and maintain problem tickets within the APSS Support ticketing system. Effectively train administrators, and end users on the APSS electronic public safety records and computer aided dispatch software. Create trainings for the APSS staff. Help in tracking of new features in the APSS software system. Interface with staff on APSS software system desires and needs. Update and maintain training documentation. Successful candidates will have access to an extensive training program on our applications and their use in the industry and on-the-job training classes to further their skill set. We have an informal environment that allows for fun team comradery and relationship building. *Local candidates preferred. No relocation assistance provided for this position.*

What We're Looking For:

- A passion for customer service
- Strong verbal and written communication skills
- Excellent phone skills
- Sense of logic and creative problem-solving abilities
- Detail-oriented, well-organized work style
- Experience in a fast-paced, sometimes high-pressure environment
- Knowledge of CRM systems and customer ticketing processes
- A sense of humor

Responsibilities:

- Take customer support calls
- Creation and resolution of Support tickets via phone, email, and click to chat
- Facilitate problem-solving between clients and APSS development staff
- Expanding knowledge of our products and general technical abilities through training and practical experience
- Respond in a timely fashion to all customer inquiries
- Assist in expanding existing knowledge base by creating internal and customer facing articles and blogs
- Provide the best possible customer service to all customers in every situation
- Participate in QA/QI testing with APSS development staff in testing releases of product lines.
- Assist APSS implementation team in new customer implementations of APSS software
- Assist clients with Microsoft® SSRS reporting
- Deliver training programs in formal, informal, or online settings.

Qualifications:

- Experience installing and upgrading software
- Windows 7, 8 and 10 Operating System experience
- Windows Server 2012 and greater experience
- Experience with SQL Server Syntax
- Knowledge of Microsoft SQL Server Reporting Services (SSRS)
- Understanding of Network Environments

Preferred Skills:

- Application Support experience
- Experience with virtual environments (VMWare ESX, HyperV)
- Experience with remote access tools (Bomgar)
- Apple iOS and Android familiarity
- Basic knowledge of IIS
- Advanced knowledge of Microsoft Office products

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