

Technical Software Support Analyst- Tier 2 L4U Division

Reporting

This position reports to the Support Services Manager at L4U.

Duties and Responsibilities:

Primary Responsibilities

- Maintains experienced knowledge of L4U software modules; Responds to Tier 1 and 2 software support calls from clients, carry out detailed problem definition, critical analysis and research to identify the source and nature of the problem; Replicate/analyze client issues and provide resolution or detailed suggestions for each service.
- Presents the solution to the client
- Assigns proper priority, call type, product and product version for all Support requests; assign Support request to the appropriate person if required. Liaise with clients and other L4U staff to resolve client issues.
- Maintains proficiency in all aspects of KSL Accounts; documenting client interaction by extraction of information and logging detailed documentation on problem solution.
- Maintains proficiency in TSA tools (i.e. WebEx, RDP, VPN etc.) to enable access to client databases and applications to provide remote-support services.
- Provide assistance in testing of L4U Platinum and Enterprise products with respect to Feature Request, defect analysis and/or improvement of existing modules; QA packaging of releases and patches.

Secondary Responsibilities

- Attend and participate in daily Support team meetings and monthly company status meetings as required or directed from time to time.
- Work on special projects as needed; other related duties as assigned such as Product Knowledge sessions or presentations.
- Provide internal L4U support such as hardware refreshes, network configuration assistance, software installation, email configuration etc
- Daily callout surveys to L4U Enterprise customers in keeping with current procedure. Results to be documented daily on the SharePoint portal.
- Provide inter departmental assistance when required and only if authorized by Support Services Manager.

Education & Experience Requirements

- Requires Minimum of 2 Years service as a TSA Level.
- Microsoft Windows certification desired by not necessary.
- Understanding of network infrastructure and networking procedures.



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Knowledge, Skills and Abilities

- Minimum of 1-2 Years employment serving as a TSA Level 1.
- Maintains proficiency in understanding the technical platforms used by clients (networks and hardware configurations) such as Windows 7, Vista, XP Pro, 2008 Server and 2003 Server. Knowledge of MAC platforms(Tiger, Leopard, Snow Leopard) desirable as well.
- Backup and restore databases. Expert knowledge of the application database; data, field and table definitions, data model, interaction/dependencies of tables with application.
- Able to provide leadership and direct focus for the team.
- Ability to Travel to customer sites to conduct training if required.
- Highly motivated and client-oriented.
- Strong problem solving and analytical skills; Ability to work calmly under pressure.
- Ability to multi-task and prioritize; Proven record of meeting tight deadlines.
- Strong team player with positive attitude.
- Outstanding interpersonal and communication skills.
- Results and detail oriented. Superior diagnostic, troubleshooting, service and interpersonal skills.
- Excellent communication skills (oral, written and group presentation skills).
- Self-motivated, results-oriented individual with a high degree of energy and competitiveness.
- Strong attention to accuracy and detail;
- Enthusiasm for operating in a busy work environment;
- Professional manner, balanced with ethical behavior and judgment
- Excellent spoken and written English

How to Apply for this Position:

If you are interested in applying or to apply for this position, send your resume via email to:

To apply for this position send your resume via email to:

resumes@srb-es.com Attn: Cathy Welch, VP, Human Resources

For additional company information, please visit the following websites:

www.srbeducationalsolutions.com or www.l4u.com

All resumes received are reviewed but we will only be contacting those applicants we consider initially suitable to the position.