



## Position Details

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**Job Title:** Support Specialist  
**Department:** Operations  
**Reporting to:** David Stump

**Date:** April 11, 2018  
**Status:** Non-Exempt

## Summary

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The Support Specialist is responsible for providing outstanding service and support to our clients and Pavaso Implementation and Training team. Any person in this role must achieve and maintain a thorough knowledge of all Pavaso products. This Specialist works closely with and complements the Implementation Team providing product knowledge, insight, best practices, and conducts client training as required.

## Essential Functions

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- Provide outstanding client service by responding to phone calls, email, and personal requests for technical support in a timely manner.
- Become a subject matter support expert on the Pavaso platform and all Pavaso products.
- Establish, maintain, and increase client satisfaction through professional, courteous, and caring service.
- Document, track, and monitor problems to ensure a timely resolution using the tools available for those needs.
- Follow up with clients on issue resolution and product satisfaction.
- Maintain the client support portal and other support mechanisms with up-to-date information.
- Understand how and when to redirect problems that require more detailed or onsite solutions.
- Manage all outstanding issues with the assistance of the Product Management Team and the Development Team.
- Recognize persistent problems and bring to the attention of the Development Team.
- Work with the Implementation Team to help complete deliverables on time and within scope.
- Contribute to company vision and direction by helping improve technical practices, as well as assisting in choosing key technologies and issues to address in a rapidly growing company.
- Regular, consistent, punctual attendance is required.
- Ability to foster, develop and maintain professional and collaborative working relationships. Must be able to get along with others internally and externally on all fronts.
- Ability to interact effectively and professionally with all levels of management, employees and customers by email, phone and in person.
- Must be personable, positive, and a professional representative of the Company at all times.
- Must be available for some after-hours support desk coverage up to 8:30pm Central.



## Essential Functions Continued

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- Must be able to work 40 hours per week between 8am – 8:30pm, Monday through Friday.
- Must have the ability to accept supervision.
- Perform other duties as needed and assigned by supervisor.

## Knowledge/Skills/Experience Required

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- Excellent verbal and written communication skills.
- Excellent interpersonal skills.
- BS/BA degree preferred
- Client service and problem solving skills.
- Strong attention to detail and organizational skills.
- Proficient in Microsoft Office Suite.
- No experience required, but 2 years of relevant experience or equivalent combination of education and work experience is highly desirable.

## Physical/Mental Demands

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- Possess cultural awareness and sensitivity
- Be flexible and have a strong ability to multitask.
- Ability to work with confidential information.
- Ability to perform under pressure and be flexible with disruptions throughout the workday.