

# TECHNICAL SUPPORT SPECIALIST

Here at Innovative Software Solutions (ISS), we are a diverse team of developers, consultants and support technicians who believe in creating quality software that will keep our customers ahead of the competition. As we grow, we are looking to bring on new team members who are passionate about the software industry and are excited about how their skills and experience could further the growth here at ISS.

## **In the role of Technical Support Engineer, you will...**

- Work as a contributing member of our support team
- Focus on working with our customers to uncover challenges within a complex ERP system
- Work on identifying and resolving moderate to complex application software challenges
- Perform root-cause analysis on an as needed basis
- Help develop end-user training materials and best practices within their area of expertise
- Occasionally assist with development and system testing

## **You will be a good fit for us if you...**

- Earned a degree in Computer Science or related field
- Have strong customer service skills depicted through quality communication and active listening
- Enjoy working independently AND as a contributing team member
- Are willing to work hard to provide our customers with the best experience possible
- Have the patience to walk customers through the process of overcoming an obstacle in their system
- Can work and thrive in fast-paced environment
- Would be described as a quick learner, critical thinker, and problem-solver

## **Our employees enjoy the things below. We think you will too!**

- A healthy work/life balance - and an employer who recognizes that you do have a life...in fact, that is something we like about you!
- Working for a small-medium sized company (we are a growing team of 23)
- Competitive wages
- Generous PTO/paid holidays
- Benefits including exceptional Health, Dental, Vision and Life Insurance and a 401(k) matching program
- Internal programs that promote and reward a healthy lifestyle

To apply, please send resume and cover letter to [celiner@issol.com](mailto:celiner@issol.com)!

