

Help Desk Product Specialist

Provides professional support to the Adirondack Solutions community as a member of the Client Services Team through the following areas:

- Maintain call center hours 8 AM – 5PM EST
 - Receive incoming support calls and emails
 - Return client inquiries in a timely fashion
 - Proactively reach out to client base regularly to assess needs and “check-in”
 - Emergency situations may require coverage during non-standard business hours

- Provide support within E-Support
 - Monitor and manage the E-Support ticketing system
 - Troubleshoot issues and provide solutions to clients
 - Assign E-Support tickets to appropriate ASI staff members
 - Facilitate Quality Assurance testing to all products requested

- Assist the Implementation Team
 - Track issues through an online based project management tool
 - Provide training via web and conference calls
 - Travel to client sites to conduct onsite training

Required Qualifications:

Bachelor’s degree

Prior knowledge of Adirondack Solutions products.

Minimum 2-4 years of relevant experience in college housing or college MIS.

Live within or be willing to work standard hours for the east coast time zone.

Preferred Candidates:

Will have a solid knowledge of and comfort with technology.

Have a working understanding of SQL Server and other web development tools.

Proficient network management and project management experience.

Position requirements:

This is a telecommuting position. It requires the ability to work independently and have an entrepreneurial spirit. Additionally, candidate should have a dedicated work space that maintains a professional office atmosphere during east coast specific business hours.

Candidate may need to attend classes in relevant software applications if necessary.

Travel for training and development, staff meetings, annual conference, and occasional client visits is required.