Support Analyst Job Description

Your Job:

Your job is delivering amazing customer service each and every day. You will become a product expert, a product trainer and sympathizer. You strive to provide extraordinary service. You go above and beyond the call of duty to delight your customers. You engage all resources to resolve issues and keep customers updated on progress.

This is an interesting job:

You love taking on tough complex problems and digging through every corner and crack to find the cause of the problem and solution. You love taking care of customers, supporting them, letting them know we are working diligently to solve their issue. No detail is too small.

You don't get too stressed out when you have to juggle too many balls at the same time. You love talking with people from all over the world. You're not afraid of technology or to learn new things or new ways of doing business. You love new gadgets.

You understand the upstream and downstream impact of application configuration and business processes. You are proactive in anticipating and resolving problems. You love to test.

You are continually learning new skills and knowledge. You don't mind helping others wherever needed whether it's in sales, marketing or product management. You take ownership, initiative and pride in your work. You are the voice of the customer.

Your responsibilities include:

- Responding to customer support calls, questions and emails
- Diagnosing and resolving issues; determining root cause
- Creating alternative methods or workarounds and correcting user errors
- Creating, documenting, tracking support cases and driving them to closure in a timely manner
- Escalating issues when needed and keeping customers informed of progress
- Prioritizing all customer issues to help the development and management teams focus on the right things at the right time for customers.
- Working with third-party vendors when issues traverse multiple systems
- Coach and prepare customers for successful rollouts of the applications
- Documenting procedures, standard, best practices, configuration setting and sequences
- Create and update product and training documentation
- Asist in developing content for web site
- Participate in enhancement creation, release and change management activities
- Providing end user training as needed.

It's essential you have these skills:

- A great communicator. You communicate in a professional and personable manner. You're not afraid to work with product managers, engineers and executives.
- Team Player. You love being the coordinator, go between and referee when needed.

- Best practices. You are always looking for ways to make things better, faster and more streamlined – both for customers and internally.
- Software enhancements. You love working with customers to come up with ways to improve the software to make their life better. You can articulate the business value and impact of why this improvement or enhancement is justified.
- Strong analytical, problem solving and organizational skills.
- Computer skills – all the critical basics.

It's great if you already have these skills or you'd really love to learn them:

- **Industry knowledge.** Experience with fleet management in the construction, crane, rigging, equipment dealership and equipment rental industries.
- **Sage and Microsoft ERP and CRM Software.** Many of our customers use or implement these systems.
- **Salesforce.** We use Salesforce for customer support.
- **Technical**. MS SQL

Read this before you apply:

We are a privately owned software company. You will treat the company and customers like they are yours. You must be willing to

- Work overtime and holidays as requested
- Work with a wide variety of cultures
- Be available on an on-call basis after-hours by mobile phone
- Travel on a very limited basis, if needed.

How to get this job: Send your application to billh@fleetcostcare.com. We want to see a great cover letter, resume and anything else you want to show us.

Location: Negotiable**.**

A little about us:

For over 20 years, Fleet Cost & Care (FCC) has been a leader in software development, training and support products designed for fleet management in the construction, crane, rigging, equipment dealership and equipment rental industries. FCC is affiliated with JJ Curran Crane Company and benefits from 65 plus years of experience fleet ownership. FCC is utilized world-wide by top companies throughout the industry.

Fleet Cost & Care proudly offers the NexGen Fleet Management System (NexGen FMS) and NexGen Atom. In addition, Fleet Cost & Care is a Sage certified partner