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## CLIENT SUPPORT REPRESENTATIVE Level II

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Reports to:	Client Support Manager
Education:	Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
Experience:	Accounting and relate financial experience is required.
Skills:	Excellent customer service and communication skills, both written and oral, are essential for this position. This position requires the following abilities: to adapt to new software; superior analytical skills; to multi-task time-sensitive situations and simultaneous multiple projects with corresponding deadlines; to work in a team environment; to compute rate, ratio, percentages, and to draw and interpret bar graphs.
Summary of Duties:	<p>Provide product and technical support and training (as required) to clients and system users.</p> <p>Respond to client inquiries concerning system operations and operator problems. Enter commands and observe system functions to verify correct system operation. Instruct and train users in use of software applications and processes defined in user manuals.</p> <p>Recommend or perform minor remedial actions to correct problems.</p> <p>Coordinate activities with programming, network services, and other information systems groups to insure proper resolutions are derived and tested before communicating to client.</p> <p>Provide status updates and completion information to manager, problem request tracking system, and/or users via voice-mail, e-mail, written, and in-person.</p> <p>Conduct integration testing for programming updates and new product implementation.</p> <p>Coordinate with technical writers on the development and updating of user documentation.</p> <p>Participate in rotating on-call schedule for after-hours support during weekday evenings and weekend hours.</p>

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