

VISIBILITY COPORATION

Client Support Engineer (1-2 yrs experience)

Who We Are:

Visibility delivers on premise and hosted application software solutions, consulting, and support that help leading Manufacturer's optimize their business to achieve sustainable success. Our solutions specifically help organizations better understand, track, report on and manage their business activities from start to finish.

Who We Are Looking For:

We are looking for people that want to take the next step in their career with a solid, well established and energetic company that believe in our vision "delight every customer". Successful candidates will be smart, charismatic individuals with the **ability** to learn our software applications while initially providing customer support as well as the desire and **drive** to learn quickly and fast-track into other departments.

Initial Job/Responsibilities:

The Client Support Engineer is responsible for providing functional and technical support. Responsibilities include working with client contacts to troubleshoot, document, and resolve software, technical and business process related problems. The Support Engineer works on problems of complex scope where analysis of situations or data requires complete evaluation of various factors, and resolutions may require updates at the code level.

- Serve as the first point of contact (via phone, email) for Visibility's user base regarding software and data product questions and issues.
- Log customer requests for support; contact customers to clarify requests, and ensure that all necessary information is obtained and entered into the CRM system.
- Understand, research, document, track and resolve customer software issues in a timely manner.
- Monitor issues in the CRM system and escalate urgent problems requiring more in-depth knowledge to appropriate internal resources.
- Continually communicate issue resolution progress to customers and maintain favorable client relationships.
- Learn and maintain a working knowledge of all Visibility-supported products and technologies

Qualifications:

- Must be able to work in the US without sponsorship
- 1-2 year(s) experience using or supporting software applications
- Ability to work in and commute to Andover, MA, M-F
- Bachelor's degree in related discipline or relevant education/experience required
- Excellent problem solving skills and a talent for identifying creative solutions
- Solid verbal and written communication skills with a customer-centric attitude
- Proven fast/independent learner at ease with communicating via the telephone or in person
- Ability to wear multiple hats and multi-task effectively

Not necessary, but definitely a plus!

- Manufacturing ERP Solution or other complex software application experience
- Advanced computer/programming skills