



Job Description

Title: Technical Customer Support

Reports to: Operations Manager

Status: Non-Exempt

Position Summary

This position is responsible for providing exceptional service to our clients with friendly, efficient and helpful customer support related to use of AutoClerk's Property Management System and peripheral software. Technical Support personnel primarily perform the duties of installation, configuration, maintenance, upgrading and troubleshooting of the AutoClerk Property Management System (PMS) application software, including interfaces, at client hotels and on AutoClerk employee workstations. Work must be performed to meet client satisfaction standards as well as standard allocated timeframes set by AutoClerk.

Duties and Responsibilities:

- Identify the various hotel user needs as they relate to the AutoClerk program, and ascertain the best possible solution.
- Use various technological resources to assist hotel staff when they have difficulties with their AutoClerk system, and do so in a manner that minimizes operational impact to the property.
- Provide technical-related communication to end-users, including hotel management, hotel staff, hotel network administrator, and other third party vendors in a timely, friendly and efficient manner to keep them apprised of the status of open technical issues and pro-active steps being taken to provide issue resolution.
- Document customer-related work performed in AutoClerk's internal Customer Relationship Management database, Salesforce.
- Process Work Orders per internal guidelines.
- Report software bugs to AutoClerk's QA department.
- Write troubleshooting Solutions for the AutoClerk knowledgebase in Salesforce CRM.
- Support and help implement internal process and procedure improvements as directed by Executive Management.
- Quality Assurance (QA) bench testing of new versions of AutoClerk software.
- Report client issues to supervisor.

- Provide Executive Management with standard and ad hoc data, metrics and reporting on an ongoing basis.
- Attend regularly scheduled technical and departmental meetings.
- Additional roles and responsibilities as needed.

Skills and Experience:

- Ability to work in a call center environment supporting customers external to the organization via phone and email.
- Ability to speak confidently to customers making technical jargon easy to understand.
- Willing to work in a team environment, share knowledge and creative solutions.
- Must be a positive, professional and flexible communicator.
- Ability to successfully and efficiently troubleshoot client issues.
- Flexibility and reliability in regards to working hours and tasks.
- Excellent overall customer service skills.
- Strong electronic and mechanical aptitude.
- Ability to work independently and within a team.
- Strong verbal and written communication skills.
- Demonstrates leadership and teamwork skills.
- Works independently within guidelines, without need for constant managerial direction.
- Excellent organizational skills.
- Ability to independently assess internal and external customer situations and respond in a professional appropriate manner.
- Demonstrated system-level troubleshooting.
- Excellent attention to detail.
- Demonstrate a logical approach to problem solving.
- Strong time-management skills.
- Possesses self-motivation and a high level of initiative.
- Motivated self-learner who keeps abreast of technical developments.
- Must have the ability to work under pressure with minimal supervision.
- Some travel may be required.

Preferred

- AutoClerk property management software experience.
- AA Degree in Electronics or Computer.
- Some technical knowledge, including software, hardware, networks, network security, and the Windows Operating System (Microsoft Windows Server Operating Systems, Windows XP, Windows 7).
- Familiarity with serial communication, routers, and computer peripherals.
- Familiarity with XML and HTML languages.

Strongly Preferred

- Experience within the hotel industry.