



# Software Solutions

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## Software Consultant

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<b>Department:</b>	Support
<b>Reports to:</b>	Director of Customer Services

### Job summary

The Software Consultant is responsible for providing software application support for our Accounting and Payroll software platforms. The Consultant will provide support, consulting services and educate customers on software products through various methods. In addition, the Software Consultant will be responsible for resolving problems efficiently to ensure an excellent customer experience and to aid in the development of written and video documentation. The Software Consultant will also work alongside internal parties (e.g., Quality Assurance, Development, Product Management, Implementation, Sales, and Systems Integration) to deliver services.

### Summary of Essential Job Functions

1. Support services and consultation on the use of our suite of products
  - Respond promptly to resolve product or service problems by clarifying the issue; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction; following up to ensure resolution; provide a written summary of the resolution.
  - Build sustainable relationships of trust with clients and internal staff through open and interactive communication.
  - Provide accurate, valid, and complete information.
  - Provide product recommendations and configurations.
  - Implement new software components.
  - Ability to understand simple to complex business requirements and design a technical solution to meet those needs.
  - Ensure customer satisfaction by evaluating service to enhance future customer experience and reduce future calls.
  - Educate customers on the value of the overall solution and encourage optimal utilization.
2. Provide on-site, classroom, and online training
  - Deliver onsite, digital, or event education and training to individuals, or groups, of customers.
  - Ability to prepare, coordinate, document, and deliver customer work sessions in a variety of customer-interface situations (e.g., onsite, digital, or event).

3. Process evaluation and configuration analysis
  - Assist in the identification and analysis of user requirements and to provide advice on how the products can be used to meet user requirements.
  - Identify customer challenges and potential for product enhancement opportunities; project risk assessment; or customer change management needs.
  - Coordinate with the customer to identify required roles and manage the configuration of the products database.
  - All analysis and service notes will be recorded as written documentation in customer relationship management software.
4. Documentation
  - Create written and or video documentation on behalf of customers.
  - Assist in creation, maintenance, and review of product documentation for customer distribution.
5. Complete all internal administrative duties in a timely manner.
  - Update CRM software with time spent, detailed issue and service information

## Education and/or Professional Experience

One or more of the following:

- 4-year degree in a business-related field, preferably Accounting, Finance, Business Administration and Management, or Public Administration
- Professional experience in accounting, payroll, utility billing, local government, implementation, customer service, or project management.

**Note: This position requires accounting experience or an accounting degree.**

## Abilities Required

- Team-oriented
- Emergent leader
- Self-motivated and eager to learn
- Analytical
- Problem solver
- Customer service and detail oriented
- Organization and project management skills
- Possible occasional travel
- Proficient in computer skills with ability to setup training equipment and web sessions
- Must be able to see and hear, read, and write.
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control.
- Excellent communication (written and verbal) and customer service skills.
- Maintaining a positive, empathetic, and professional attitude toward customers always

## Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Software Solutions is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above-listed items.

Send resume to: [hr@mysoftwaresolutions.com](mailto:hr@mysoftwaresolutions.com)