

Applied Business Services, Inc.

Employment Opportunities

Customer Support Analyst

Job Description

An ideal candidate will provide technical support to customers with software installation, procedural functions, and troubleshooting of the accounting software products. Excellent organizational and communication skills are necessary for this position. We are looking for a self-motivated team player who wants to learn and help the company grow.

Responsibilities

1. Monitor and respond to technical support issues received by phone, email, and fax.
2. Work with software vendors and ABS team to resolve issues.
3. Install software updates and provide end-user training on software features and functions.
4. Answering questions regarding the software products we sell and support to our clients via phone or internet.

About Applied Business Services, Inc.

Applied Business Services, Inc., founded in 1981, develops, markets and supports financial and fundraising software applications for small to mid-sized organizations. We are a small, yet growing company dedicated to delivering excellent customer service to all of our clients.

Our management team is comprised of programmers, accounting professionals, and support technicians. We develop customized solutions to meet our clients' unique needs. We are top resellers and developers of the Open Systems, TRAVERSE, and SAGE accounting software product lines. We are also a Nationally Certified training center for Sage MIP Fund Accounting, Sage Fundraising 50, and TRAVERSE accounting software.

ABS is seeking qualified candidates to fill our positions in our Gaithersburg, Maryland office. We offer excellent pay and benefits. Interested candidates can email their resume to: humanresources@clientaccess.com.

Job Title: Customer Support Analyst

Job Status: Full Time

Years Experience: 3 or more

Job Location: Gaithersburg, Maryland

Minimum Qualifications:

- Proficient with computer usage and basic networking knowledge
- Experience with MS Office suite, Microsoft Server/Client Operating Systems, or other report writers such as Crystal Reports
- Excellent oral and written communication skills
- Enjoys assisting customers and is interested in troubleshooting software issues
- Willing to travel locally to client's sites
- Fluent in English with a clear speaking voice

For more information, please visit our website at www.clientaccess.com/careers.htm.