



## Software Triage Specialist

**Location:** Bellingham, WA (onsite is required post-COVID)

**Direct Hire**

As a Software Triage Specialist, you will professionally answer phones, e-mails and efficiently dispatch calls. This requires high-level investigative work to ensure the request is routed correctly and prioritized accurately.

### Responsibilities:

- First point of contact to answer customer calls and emails.
- Diagnosis and recommend minor remedial action to correct known issues.
- Use Infor to record issue and administrative tasks.
- Maintain credentials, update customer database, and do data deletion cleanup in both Infor & Knowledgebase libraries.
- Organize & proof quarterly newsletter working closely with multiple upper-level managers.
- Sort, distribute & maintain hard copies of confidential mail for both in-office & offsite staff.
- Coordinate and/or plan various office social functions (as required)
- The call center is open from 5AM to 5PM Monday through Friday. Need the flexibility of working an 8 hour shift beginning at 5,6,7 or 8AM.

### Skills Required:

- Ability to listen, comprehend, query, and interact with a customer.
- Ability to handle irate or difficult customers.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Strong customer service background.

**Country:** USA **State:** WA **City:** Bellingham  
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If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.