



Software Support Specialist
(Internally we label it Response Line Representative)
DIS, a division of Constellation Software Dealer Group

DIS, Dealer Information Systems Corp, was acquired by Perseus, an operating group of Constellation Software in 2017. DIS is a leading business management software provider to agricultural, construction, truck refrigeration and lift truck dealers in North America.

Position Summary:

DIS Corporation located in Bellingham, WA is looking for a Software Support Specialist to join the Customer Support team. In this role you will provide customer support, via phone and email to users and/or customers. You will work directly with managers/end users to troubleshoot ERP/Middle Tier products connecting current technology/mobile devices to Green Screen/SQL based applications. Your responsibilities will include:

- First point of contact to answer customer support calls and emails, working with all levels of customer users, management, and technical staff.
- Diagnosis, recommend or perform minor remedial action to correct known issues and attempt to resolve unknown moderately complex technical issues or unexpected results.
- Instructs customers in the use of install, configuration, and user manuals.
- Timely recognition and escalation of complex or high priority issues to Technical Support Analyst II or Manager, Customer Care.
- Provide training and/or reasonable workarounds to resolve unexpected results or system limitation
- Use Infor to record issue, testing, resolution, and administrative tasks
- Use JIRA to record development requests
- Rotating after hours/Saturday support once comfortable
- Other responsibilities as assigned.

Qualifications:

- Minimum 4 years of customer support experience of enterprise software
- Aptitude in software and operating system troubleshooting techniques/methodologies
- Technical aptitude; analytical and critical thinking skills
- Customer centric focus
- Commitment to/track record of consistent issue resolution and customer follow up

Location: Bellingham, WA office (hybrid model, able to be on site when needed).

Permanent, Direct Hire Opportunity

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.