



Technical Support Specialist, Tier II
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 to add a highly motivated individual to our Support Team. Working as the customer's advocate, provides customer support, via phone, email and chat with customers. Provide technical support for Tier 1 on more advanced networking and DIS application support which includes, but not limited to, client/web/mobile applications. Solve network issues to increase productivity and reduce downtime. Coordinate maintenance and installation activities that may impact services; detect, act upon and track all problems. Technical Support Specialist II minimizes DIS risk when recommending or resolving data damage or system bugs. You will provide support to numerous clients in the U.S. and Canada. The ideal candidate will need to possess exceptional customer service, problem solving, written and oral communication skills.

Responsibilities:

- Perform advanced WAN/LAN network troubleshooting within DIS managed networks.
- Provide technical assistance for 3rd party products (IP Networking, VOIP, Wireless Communications, Security cameras, etc.)
- Perform advanced troubleshooting of DIS client/web/applications.
- Perform advanced troubleshooting of DIS hosted servers.
- Creation of useful Knowledge Base articles as measured by usage, customer feedback and rating of helpfulness.
- Apply analytical/communication/problem-solving skills to identify/resolve/document customer reported issues.
- Research solutions to new problems/issues with company products and services.
- Notify development of suspected bugs, research software for root cause, submit for code changes and confirm resolution thru pre-release testing.
- Evaluate/champion the priority of customer reported issue internally to DIS.
- Analyze business system database to ascertain data damage or inconsistency. Plan and execute corrections, ensuring customer data integrity and minimize DIS liability.
- Track and provide timely resolution status to customer and manager, escalating as needed .
- Commitment to learning new product functionality.
- Attend offered training at the time or through recorded webinars.
- Use Infor or other call tracking software to record issue, testing, resolution and administrative tasks. Call tracking includes accuracy of time spent, clear noting of issue and resolution. All time in tickets should include a notation in the ticket.
- Use JIRA to record development requests.
- Hours of support 5 a.m. to 5 p.m. Pacific



- Rotation of afterhours support

Qualifications Include:

- Typically requires an AA degree in technical field or equivalent experience and 4 or more years of technical support experience in related field.
- Certifications: Industry specific certifications are highly valued. Sonicwall, Cisco, Microsoft, CompTIA, or relevant.
- Experience/knowledge of LAN / WAN Networking, Telecommunications required.
- Working knowledge of client/server and web/mobile applications.
- Prior experience working with Linux systems.
- Strong written/verbal communication skills.
- Proficiency/Aptitude in software and operating system troubleshooting techniques/methodologies.
- Strong technical aptitude; analytical and critical thinking skills.
- Customer centric focus.
- Commitment to a track record of consistent issue resolution and customer follow up.

Location: Office is based in Bellingham, WA. Resource is required to be onsite 2 days per week.

Permanent, Direct Hire Opportunity

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