**Software Support Specialist, Tier I**

**DIS, a division of Constellation Software Dealer Group**

Dealer Information Systems Corporation (DIS) is a leading business management software provider to agricultural, construction, truck refrigeration, and lift truck dealers in North America. Founded in 1980, based out of Bellingham WA (USA); we are a team of 150+ professionals providing Software, Hardware, and Network Management solutions for our North American customers.

Company Profile: <https://www.discorp.com/>

**Position Summary**

Working as the customer’s advocate, provides customer support, via phone, email, and chat with our Customers lifecycle. Support Specialist directly impacts DIS customer’s ability to successfully utilize applications at all phases of the customers lifecycle. The Support Specialist minimizes DIS risk when recommending or resolving data damage or system bugs.

**Job Responsibilities:**

* 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 through pre-release testing.
* Evaluate/champion the prioritization of customer reported issues internally to DIS.
* Track and provide timely resolution status to customer and manager, escalating as needed.
* Commitment to learning new product functionality.

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* Attend offered training at the time or through recorded webinars.
* Use Infor or other tracking software to record issues, 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.
* Creation of useful Knowledge Base articles as measured by usage, customer feedback and rating of helpfulness.
* Hours of support 5 a.m. to 5 p.m. Pacific, (8-hour shift between these hours)
* Occasional rotation of afterhours support

**Qualifications:**

* Technical support experience in related field is a plus
* Proficiency/Aptitude in software and operating system troubleshooting techniques/methodologies
* Strong technical aptitude; analytical and critical thinking skills
* Customer-centric focus
* Commitment to consistent issue resolution and customer follow up
* Strong verbal/written communication skills
* Typically requires an AA degree in an Accounting field or equivalent experience, Accounting knowledge and experience is required

