

## Entry Level Technical Support (TS)

Location	Remote	Benefits Eligible	Yes
Division	Success	Bonus Eligible	Yes
Department	Onboarding, Support	Travel Requirement	NA
Position	Full Time		
Level	Entry Level		
Salary	\$40,000 – \$60,000		

### Job Description

**Overview:**

The Technical Support (TS) is responsible for supporting the onboarding of new customers and managing the technical support needs of the current Neway, LLC customers. The TS’s performance is measured and rewarded based on new customer satisfaction levels, in the form of Customer Satisfaction Scores and Net Promoter Scores.

**Responsibilities:**

- Resolves support tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity
- Works with vendors during onboarding to setup technical interfaces
- Tests new version releases and documents new requests & issues in the software
- Works collaboratively with Sales, Vendors, Training, and Support to coordinate activities that maximize client satisfaction

**Activities:**

Customer Onboarding Activities:

- Partner with Sales and Onboarding Specialist as soon as the target customer has been identified
- Collaborate with Neway team to maintain a thorough understanding of the Value Proposition that has been presented to that customer as well as the customer’s key needs to ensure a seamless transition
- Understand all aspects of the Customer from an IT perspective
- Work with vendors to test and deploy interfaces
- Maintain, implement, and help develop Onboarding Plan, which includes key communication strategy, leading regular calls during the client set up, and launch process with other key leaders and lab vendor partners, to ensure operational readiness
- Develop a strong working relationship with all external lab vendor leaders and internal functional leaders and stakeholders involved through regularly scheduled meetings
- Assist with the set up and monitoring of strategic accounts through the onboarding process

Customer Retention & Support Activities:

- Manage technical support tickets and ensure the fastest resolution time possible
- Monitor interface issues & resolve in a timely manner
- Support the review of client outcomes through monitoring and preparing for 90-day reviews
- Coordinate activities to maximize client satisfaction through a closed-loop problem resolution process
- Attend “At Risk” conference and “Daily Ops Call” as needed to report resolution of any events for the key customers involved
- Review and manage “Client Problem Tracking” module or other client problem reporting mechanism for at-risk accounts and coordinate action(s) between functional groups to resolve “At-Risk” issues in a timely manner
- Review the root cause description and appropriateness of the functional group’s corrective action

- Notify the functional group if the resolution is unclear, inadequate, or inappropriate or if documentation is required
- Work with the group to develop an effective action plan when process improvements or client support tasks are needed
- Monitor new customer implementations
- Work with Customer Success Leadership or Customer Support Specialist to analyze chronic service failures and develop corrective actions
- Coordinate the contact of clients who submitted a client satisfaction survey, that expressed dissatisfaction with the problem resolution progress or as requested by the internal staff
- Ensure total compliance with all company policies and government regulations, maintaining required documentation

#### Software Testing & Documentation:

- Test new version releases and document any issues for the development team to resolve
- Document any new requests, bugs or enhancements from the customer related to the software
- Other duties as assigned. This is not an exhaustive list of all duties and responsibilities, but rather a general description of work performed by the position

#### **Required Education and Experience:**

- Associates or Bachelor's degree preferred, minimum High School Diploma or equivalent required

#### **Required Knowledge and Skill Set:**

- Basic knowledge of networking principles and operating systems
- Software maintenance and testing capability
- Broad knowledge of computing tools, and proficient computing skills: Microsoft Word, PowerPoint, Excel, SharePoint, OneDrive, etc.
- Broad knowledge of data transfer concepts and tools: SFTP, Mirth, etc
- Excellent problem-solving and troubleshooting skills
- The ability to communicate technical information in an accessible manner to non-technical employees
- Vendor relations
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Customer-service focus
- Strong effective presentation skills in a group setting
- Ability to multi-task and work in a fast-paced environment
- Strong organizational and prioritization skills
- Ability to maintain a professional and tactful manner in stressful situations
- Ability to deal with client information in a confidential manner

**Physical Demands and Conditions:** The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Climbing:** Ascending or descending ladders and stairs using feet and legs and/or hands and arms
- **Balancing:** Maintains body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery or erratically moving surfaces
- **Stooping:** Bending body downward and forward by bending the spine at the waist
- **Kneeling:** Bending legs at the knees to come to a rest on the knee or knees
- **Reaching:** Extending hand(s) and arms(s) in any direction
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances
- **Pulling:** Using upper extremities to exert force to draw, drag, haul, or tug objects in a sustained motion
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from one position to another
- **Grasping:** Applying pressure to an object with the fingers and palm

- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture, by touching with the skin, particularly that of fingertips
- **Talking:** Expressing or exchanging ideas by means of the spoken word
- **Hearing:** Perceiving the nature of sounds with no less than 40dB loss @ 500 Hz, 1000 Hz, and 2000 Hz with or without correction. The ability to receive detailed information through oral communication
- **Repetitive Motions:** Moving the wrists, hands, and/or fingers
- **Visual Acuity:** Visual acuity requirements are critical in activities such as inspecting, testing, measuring, analyzing and transcribing. It is essential for an employee in this position to identify the shape, size, motion and color of objects. Normal depth perception is required; normal field of vision is required