

Software Support Specialist:

GreenSoft Technology is a leading provider of environmental compliance content management tools and services for the global electronics industry. GreenSoft is seeking one highly motivated individual to join our team as a Software Support Specialist. In this role you will work with a global support team to provide training to customers on GreenSoft's software, support the updating of customer support website content, and provide direct email and phone software support to GreenSoft customers.

Our company has provided exceptional service to clients around the world for over a decade. We have a dynamic, fast-paced organization that is well positioned for growth. We serve a diverse client base and specialize in assisting industrial and manufacturing clients with RoHS, REACH, Conflict Minerals and other regulatory compliance requirements.

Primary Responsibilities:

1. Works with Sr. Manager for Product Support in providing customers with documentation on using the specific software features or creating documents on demonstrating the workflow through the GreenSoft software.
2. Works with Sr. Manager for Product Support in providing customers with software training, and resolving software questions/issues for the customers
3. Monitor, track, and resolve customer support requests (email/phone customer support)
4. Directly support the Customer Support web Portal (content updates)
5. Maintain and update Software User Guides and Manuals
6. Other tasks as assigned

Qualifications:

1. Minimum 3-5 years experience in direct software customer support
2. Professional Certification or Associates degree in technical related field preferred (experience with SQL database will be a plus)
3. High level of proficiency in Microsoft Word and Excel. XML knowledge a plus.
4. Excellent written and verbal communication skills. Must be fluent in English.

Location:

We are seeking candidates located anywhere in the world to work remotely.

To Apply:

Please email your resume to bridget.weiss@greensofttech.com.