

SOFTWARE SUPPORT SPECIALIST

K & K Management Solutions, a fast-growing privately-held software development firm located in Avon, Indiana is looking for a full-time Software Support Specialist who is both passionate about technology and assisting customers (our 'Valued Partners').

The position is customer service oriented that involves ongoing **technical support** of the company's proprietary software for the energy industry — **Energy-Force**. The ideal teammate will be at ease using and explaining the features while passionate about delivering dynamic customer support with a sense of urgency and a flair for professional and friendly communication. As a member of our team, you will help customers succeed by providing functional troubleshooting, feature benefits and best practice guidance on a timely basis.

Responsibilities

- Quick, accurate and considerate handling of customer support communications
- Maintain a high level of customer satisfaction through speedy responses, effective troubleshooting and an overall focus on the customer experience
- Participate in software/quality assurance testing
- Work on short-term projects to implement new modules in the suite of products
- Update customer information in the customer service database during and after each call
- Conduct online training sessions with customers

Desired Skills

- **Excellent customer service:** Knowing how to balance excellent customer support against the ability to make prudent suggestions while staying true to the capabilities of the software
- **Responsiveness:** Provide the customer with the most complete answer possible in the shortest amount of time; when an immediate answer is not possible, understand the value to acknowledge to the customer that their inquiry is being addressed
- **Self-discipline:** Have a strong commitment to personal improvement without the need for micro-management; must be independent and stay organized to prioritize requests
- **Microsoft Office:** Proficient with Microsoft Office applications
- **Flexibility:** Effectively manage priorities, concurrent timelines, changing scope of work and stringent customer deadlines in a fast-paced environment

Required Abilities & Attributes

- Ability to travel out of state between 20% and 50% based on customer needs
- An analytical mind with the ability to effectively prioritize and escalate multiple customer issues in various stages of resolution in a fast-paced environment
- Have ability to work very well independently but also within a team environment
- Comfortable with phone conversations and speaking with customers directly

Education & Experience

- High school diploma required
- 2 years of Higher Education Preferred
- Technical certificate or skill a plus
- Energy Industry experience in Propane and Refined Fuels required
- 2-3 years customer support experience

Compensation & Benefits

- **K & K Management Solutions** will reward your talents with an **hourly rate of \$16-20** per hour, based on your experience.
- You will also receive an **attractive benefit package** that includes medical, dental, vision, life insurance, 401(k) with company match, and a PTO plan.

If you are ready to join an industry leader, please click on the link below:

<https://www.ziprecruiter.com/job/2fb91a3b?source=share-email>