

United States Jobs Expertini®

Technical Analyst

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Company: Harris Computer

Location: United States

Category: computer-and-mathematical

Join our dynamic Customer Success team as a Technical Analyst/Consultant and contribute to the success of our flagship product, CIS Infinity. We're seeking highly motivated individuals who thrive on challenges and are passionate about delivering exceptional customer experiences. This role offers an opportunity to collaborate with customers, troubleshoot complex issues, and enhance your technical skills in the Utility industry. Be part of a dedicated team, make a positive impact, and build lasting customer relationships.

This remote role welcomes candidates anywhere in Canada and the US and will be working in the EST timezone. 2-3 times travel per year is required. A valid passport is needed for the travel.

What your impact will be:

Effectively respond to and resolve product and technical inquiries via telephone or electronically submitted tickets.

Assess and troubleshoot system issues for Customer utility departments, implementing solutions using SQL and system knowledge.

Configure and optimize system workflows for Customers.

Provide occasional one-on-one training for Customers on new/existing features and processes.

Document detailed information within the issue tracking system, following team guidelines.

Collaborate with team members and across the organization to exchange knowledge.

Meet service level guidelines and key performance indicators to contribute to team and departmental goals.

Act as a key contact for assigned tasks, managing, and implementing resolutions from start to finish.

Participate in regular calls with Customers to understand their needs and share best practices.

Identify gaps in processes and suggest solutions for product improvement.

Utilize exceptional written and verbal communication skills while working with Customers.

Verify and test changes and fixes as needed.

Collaborate with the Development team to understand and implement required resolutions.

What we are looking for:

5+ years of proven experience in a software support environment.

High expertise in writing and running SQL queries.

Expert understanding of Microsoft SQL Server.

Knowledge of PowerShell scripting.

Solid experience supporting client/server applications.

Strong desire to provide exceptional customer experiences.

Software troubleshooting skills with a positive attitude, patience, understanding, and teamwork.

Ability to interpret requirements and recommend solutions addressing Customer needs.

Excellent analytical, research, and problem-solving skills.

Exceptional verbal and written communication skills.

Exceptional attention to detail and quick grasp of concepts.

Ability to prioritize work effectively.

College Diploma in Computer Science or equivalent industry experience (preferred).

What would make you stand out:

Experience with remote access tools & techniques (Webex, Remote Desktop, VPN).

Oral or written communication in French.

Customer Service Training or Certification.

Experience supporting software applications for the Public Utility Industry.

Experience in Cloud-managed technology.

Experience in web-based technology.

Experience in Crystal Report, Power BI.

What we can offer:

3 weeks' vacation and 5 personal days

Comprehensive Medical, Dental, and Vision benefits starting from your first day of employment

Employee stock ownership and RRSP/401k matching programs

Lifestyle rewards

Remote work and more!

About AUS:

Utility Systems was established in 1997 to provide Customer Information and Billing solutions exclusively to municipal, investor owned and cooperative utilities. With more than 150 successful customer deployments across North America, Central America, South America and the Caribbean, Advanced has the experience required to deliver a successful implementation of your mission critical CIS.

About Harris:

is a leading provider of mission critical software to the public sector in North America. As a wholly owned subsidiary of Constellation Software Inc. ("CSI", symbol CSU on the TSX), Harris has become the cornerstone for CSI's investment in utility, local government, school

districts, public safety, and healthcare software verticals. Our success has been realized through investments in our proprietary software and market expertise. This focus, combined with acquiring businesses that build upon or complement our offerings, has helped drive our success. Harris will continue to grow through reinvestment – both in the people and products that we offer and making investments in acquiring new businesses.

#LI-DNI

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