



Description: Helpdesk Support Specialist

Our main product, Extreme, is a comprehensive Payroll Software with Accounting functionalities targeted toward Professional Employer Organization (PEO) and Administrative Services Organization (ASO) industries. Accountix also offers a Client/Employee Web-Portal application that allows our Clients to provide informational access to their Customers as well. Accountix works very closely with our Clients therefore excellent communication and interpersonal skills are must-have characteristics of anyone we hire. A basic understanding of Business Operations including, but not limited to, Payroll, Accounts Receivable, Accounts Payable, General Ledger, Benefits and Retirement Plans is preferred.

Job Description: Provide excellent Customer Service to our Clients via email and telephone; accurately answer any questions our Clients may have in regard to how the Extreme software operates and diligently report any technical problems the Client may incur while utilizing Extreme.

Job Duties:

- Receive inbound Support calls/emails and identify the level of Support needed (average 3-8 calls per day)
- Clarify the software problem and provide a reference ticket to the Client after reporting the issue to our Staff
- Submit and track reported technical issues to ensure they're resolved in a timely manner
- Assist with resolving Client inquires by clarifying the software problem, determining the cause of the problem, identifying and explaining the best solution to resolve the problem and following up with the Client thereafter to ensure a resolution was found
- Provide assistance to the Client with Extreme software setup as well as processing historical data retrieval
- Test the Extreme software updates and patches available for release to our Clients
- Communicate with our Clients to clarify the custom features they are requesting and accurately communicate this information to our Development team so that it can be implemented accordingly

Required Qualifications:

- High School Diploma or equivalent
- Professional appearance and demeanor
- Coachable; good listener
- Strong organizational, analytical and problem-solving skills
- Exceptional communication skills (both written and verbal)
- Ability to confidently grasp new technologies and accept changes in a fast-paced work environment
- Ability to take initiative and work independent of supervision; self-motivated
- Enjoy working with others in a team environment
- Ability to accomplish high standards of consistent quality work that will ensure Client satisfaction
- Proficiency with office software products
 - Microsoft Excel
 - Microsoft Word
 - Adobe PDF Reader

Job Specifications:

Job Type: Full-time

- 8:00 a.m. to 5:00 p.m., Monday through Friday

Years of Experience: 2 - 4 years of experience with standard Business Operation Principles is preferred