

NewTek

Senior Support Analyst Job Description

Job Title: Senior Support Services Analyst
Department: Support Services
Reports To: Customer Support Manager
Direct Reports: Not applicable

NewTek, the Emmy Award winning provider of innovative solutions for Graphics, Film and Television Production recognizes that employees are at the core of its success. We recruit and retain highly qualified, motivated, and passionate individuals and provide them with an environment to grow, succeed, and share in the company's success.

SUMMARY

The Senior Support Analyst position provides telephone, email and chat support to our customers. They work closely with our partners and other NewTek departments to provide solutions for our products to our customers. The Senior Support team is the escalation path for customer issues that are not resolved by the Front-line Support team. They work closely with other NewTek departments (Operations, Engineering) to advocate for our customers for a timely resolution.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Resolve customer issues via phone, email, or chat
- Track all customers' interactions in CRM
- Point customers to resources, i.e. training, dealer, forums, etc.
- Provide troubleshooting steps to resolve issues with NewTek products
- Act as company liaison
- Assist customers with product registration
- Accept payment for non-warranty repairs or orders
- Communicate and coordinate with other NewTek departments or partners
- Direct unresolved issues to the appropriate resource
- Day to day management of caseload
- Day to day management of assigned distributors
- Mentor Front-line support staff
- Document customer workflows and utilize the staging area to replicate customer issues

EDUCATION and/or EXPERIENCE

- Customer focus and dedication to customer satisfaction
- Solid customer service skills with a positive, energetic demeanor
- Attention to detail; well organized
- Excellent written and verbal communication skills
- Initiative to take ownership of issues and drive small projects
- Strong technical, analytical and problem solving skills
- Good work ethics; addresses responsibilities and work hours professionally
- Occasional after hours / evening and weekend support will be a requirement of this role
- Knowledge, experience with NewTek products helpful

References required.

Submit cover letter and resume to: ogarcia@newtek.com