

Exhibit A

NewTek Customer Support Analyst Job Description

Job Title: Customer Support Analyst 1
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 Customer Support Analyst 1 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.

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

EDUCATION and/or EXPERIENCE

- Excellent customer service skills and experience
- A positive, energetic demeanor
- Attention to detail; well organized
- Professional written and verbal communication
- Technical aptitude; a problem solver
- Good work ethics; addresses responsibilities and work hours professionally
- Language skills: Spanish, Portuguese, or Mandarin a plus

References required.

To apply for this position forward a cover letter and resume to: resume@newtek.com