

Customer Support Specialist

About Us

TIP Technologies, Inc., based in Pewaukee, WI is the world leader in providing Enterprise Quality Assurance Software. Our Quality Management System (QMS) software offering, **TIPQA™**, is implemented at 6 of the Top 10 US Aerospace and Defense companies. It is specifically designed for the quality requirements of Aerospace, Defense, Medical Devices, and other highly complex manufacturers and regulated industries where quality is mission critical.

TIP Technologies offers a casual and flexible work environment, with exceptional pay and benefits.

Position Summary

TIP Technologies, Inc. has an immediate opening for a full-time Customer Support Specialist. This individual will be responsible for performing all levels of Application Support of **TIPQA™** installed software, and for maintaining ownership of all support issues from identification through resolution. The ideal candidate will have previous experience with **TIPQA™**, be a self-starter, with excellent communication and troubleshooting skills, and the ability to interact with individuals at various levels in an organization.

Responsibilities

- Primary support contact for end-user customers of **TIPQA™**.
- Ensure that customer inquiries are effectively and efficiently resolved.
- Perform duties, as detailed below, with a high degree of quality and efficiency to ensure customer satisfaction.

Duties

- Provide frontline response, ownership, resolution, and closure of all support inquiries received via Telephone, E-mail, the Customer Portal, or through other internal departments.
- Utilize analytical information gathering techniques to identify, document, and classify the issue, (ie: design deficiency, coding defect, training void, set-up problem, user error, new functional need, etc).
- Perform severity assessment and escalation.
- Provide immediate and necessary assistance for issue resolution, if possible, for all Level 1, 2, and 3 issues.
- Enlist the help of other internal departments (development, training, testing, IT, etc) as needed.
- Perform orderly transition of issue(s) to assisting departments.
- Monitor all issues for status, escalation, resolution and close-out.
- Conduct confirmation testing, as required, to support issue resolution
- Maintain necessary communications with customer.
- Maintain customer profile and issue database.
- Provides documentation to internal and external customer concerning software defects, needs recommendations, issue clarification, and the like.
- Assist in Support related projects, as required
- Responsible for maintaining and/or communicating additions, modifications and/or deletions to the **TIPQA™** Application Help files.
- Some after-hours and weekend availability required.

Experience

- BS in Computer Science, a related field or equivalent experience required
- 2+ years experience required in the implementation, administration, and/or usage of **TIPQA™**.
- 3+ years experience in Customer Support (level 1, 2, and 3).
- 2+ experience in a Manufacturing Quality Assurance environment.
- 1+ years experience in Software Testing desired.
- 1+ years of Online Help Documentation Experience.
- 1+ years experience in **RoboHelp®** or equivalent Help Documentation Tools desired.
- Defect Tracking and/or support tool experience desired.
- Axosoft OnTime defect tracking tool experience desired.

Requirements and Competencies

- Knowledge and experience in the usage or support of QMS and/or ERP/MRP Systems in the Aerospace and Defense, Medical Device or other highly regulated manufacturing environment.
- Knowledge and experience in Quality Related practices such as Sampling, MRB, Auditing, Inspection, and Supplier Quality desired
- Excellent analytical and problem solving skills in a QMS and ERP environment desired
- Have proven track record on the ability to quickly gain detailed understanding of complex applications
- Ability to distinguish relevant from non-relevant information, handle multiple priorities and pressure situations, employ good judgment, while maintaining professionalism with the customer and internal supporting entities.
- Ability to work independently with limited supervision.
- Ability to establish priorities and multitask
- Strong troubleshooting skills
- Excellent oral and written skills
- Excellent customer service skills
- Intermediate to Advanced MS Office skills (Outlook, Word, Excel, PowerPoint)

Candidates responding to this posting must currently possess the eligibility to work in the United States.

This is a full-time salaried exempt position, with the expectation of 45+ hours per week.

Local candidates preferred. No relocation.

Please submit your resume to jobs@tiptech.com. Please DO NOT send your resume more than once; phone calls will not be accepted. Only those candidates of interest will be contacted.

Visit: www.tiptech.com