



Software Support Technician

Do you want to work for a company that has created software solutions to help clients adapt and stay ahead of its competitors while being compliant with the latest regulations? Are you comfortable supporting application products technically and operationally? Are you able to understand the challenges of your clients and present innovative ways to help them? If so than Roydan Enterprises has a team we would like you to meet.

We are **ROYDAN Enterprises, LTD.**, an innovator of consumer debt collection software. Roydan combines technological innovation with personalized services helping collection agencies succeed—make their jobs easier, improve productivity, and increase overall profitability.

As a **Software Support Technician** you would report to the Software Support Team Lead and be responsible for creative solutions to customer needs and assist the other support members in solving customer related concerns. This role will also assist other departments with the understanding and prioritization of client needs.

Essential Job Duties:

- Provide excellent customer satisfaction support for a diverse community of users
- Assess and prioritize customer requests
- Devise, document and implement troubleshooting plans designed to solve the customers' support issues more efficiently
- Assist in creating and maintaining process, procedure and training related documentation.
- Maintain an awareness of important support concerns with management
- Proactively take advantage of opportunities to deepen knowledge of Bloodhound and the related industry products and news
- Propose product enhancements, new methodologies, and or new technologies to avoid reoccurring customer support issues

Job Scope: This position encounters a variety of calls of a diverse nature. The position involves a complexity of skills based on overall solid knowledge of various products, platforms, and peripherals. Position involves needing to establish well-known procedures with minimal supervision. Emphasis is placed on accuracy of product knowledge and quality of solutions provided.

Qualifications and Education:

- Thorough knowledge of Microsoft Office applications
- Excellent communication, documentation and customer-centric skills
- Good analytical skills and demonstrated ability to anticipate and solve practical problems or resolve issues while maintaining client confidentiality
- Experience involving Help Desk and Technical Support preferred
- High School Diploma or equivalent required; Associates or Bachelor's Degree preferred
- Collection industry experience a plus
- Ability to grasp complex concepts