



## **Application Support Analyst**

### **Job Description:**

Ashcom Technologies Inc, is a premier developer of business system software and related mobile and Web technology solutions servicing a variety of industries. Ashcom is currently seeking an Application Support Analyst to join our growing, fast-paced company. Responsibilities of this position include, but are not limited to, providing customer solutions and technical support, troubleshooting, accommodating clients in a friendly, professional manner, training clients on the functions of our software solutions in person at our office or onsite at client facilities as well as tele/internet conferencing, software installations, and general multitasking. This position has specific emphasis on problem solving, customer assistance, and training in a small team environment working from our offices in Ann Arbor, Michigan.

### **Qualifications:**

- Ability to multitask in a fast-paced and quickly changing environment, with a take-charge approach to getting things done
- Capacity to troubleshoot and problem solve
- Capability to do the following:
  1. Investigate and accurately diagnose issues
  2. Determine possible solutions
  3. Effectively explain solutions to customers
- Ability to work independently, contributing to team success
- Possess excellent verbal, written, interpersonal and customer service skills
- Capacity to quickly absorb and apply knowledge gained through classroom training, documentation, independent study, or on the job scenarios.
- Experience with Microsoft® Office, Outlook®, CRM, and SQL databases, as well as Windows® PC/ Server operating systems.
- Ability to effectively train users on full functions of our software solutions.

### **Duties:**

- Field in-bound calls, emails and other communication from customers
- Provide customer solutions and technical support on our various copyrighted business system software and related solutions in a small team environment
- Accommodate customers in a friendly, professional manner with specific emphasis on problem solving and customer assistance
- Identify trends in customer issues and recommend product & service improvements
- Travel to customer locations up to 2 weeks per month
- Other duties as assigned

### **Requirements**

Position requires a Bachelors degree or 2 or more years of related job knowledge and experience. Must be able to travel to various locations around the globe, up to two weeks per month. Sunday departure may be necessary.