



## 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, performing client facing consulting assignments, analysis and documentation of business processes, configuration of software application to client's specifications, 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 telephone/internet conferencing, software installations, and general multitasking.

This position has a specific emphasis on problem-solving, customer assistance, and training in a small team environment working from our offices in Ann Arbor, Michigan.

### Qualifications

- Excellent communication skills; verbal, written, and presentation.
- Must possess the ability to present to large groups of people.
- 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
- 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 the full functions of our software solutions.
- Client facing consultation experience

*Capability to do the following:*

1. Investigate and accurately diagnose issues
2. Determine possible solutions
3. Effectively explain solutions to customers

### Duties

- Field inbound 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 a 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 Bachelor's 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.