

## JOB DESCRIPTION

<b>Title</b>	<b>Technical Support Specialist</b>
<b>Status</b>	Full-time, salaried/exempt
<b>Reports to</b>	Vice President, Services
<b>Location</b>	Phoenix, AZ (remote working potential)
<b>Position Scope</b>	CXT Software, a leader in providing automation technology to expedited delivery and distribution businesses, is seeking a Technical Support Specialist. The successful candidate will exhibit strong technical, problem-solving, and communication skills. At CXT Software, technical support is a top priority, and we are recognized for providing responsive, professional, and courteous support to our nationwide customer base. We seek candidates with the communication skills, empathy, and patience necessary to ensure a common understanding with non-technical customers and create positive encounters.
<b>Key Success Criteria</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal communication skills</li> <li>• Excellent ability to troubleshoot</li> <li>• Comfortable asking questions and elevating issues if they are beyond your capabilities</li> <li>• Excellent ability to organize work, and adjust work based on priority</li> <li>• Excellent ability to multitask to handle several customer issues at once</li> <li>• Comfortable working on a team with other Technical Support Specialists</li> <li>• Ability to work from home without close supervision (if working remotely)</li> </ul>
<b>Position Responsibilities</b>	<ul style="list-style-type: none"> <li>• Respond promptly to all support phone calls and support tickets submitted via our web-based customer support portal</li> <li>• Generate, update, and manage support tickets from entry to completion</li> <li>• Troubleshoot and resolve tier-1 questions and issues</li> <li>• Escalate support tickets to tier-2 and beyond as required</li> <li>• Work on a team with other tier-1 support specialists to resolve problems, cross-train, and cover for other support members in the event of absence</li> <li>• Test the X Dispatch suite of products before they are released to the public</li> <li>• Create and update knowledge base articles in our web-based customer support portal</li> <li>• Handle rotating on-call responsibilities for after-hours emergency technical support</li> </ul>
<b>Candidate Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to quickly ramp up on CXT Software's X Dispatch software suite</li> <li>• Strong Windows knowledge, including Windows XP/Vista/7 and Windows Server 2003-2008</li> <li>• Experience with Microsoft SQL Server 2005 and newer</li> <li>• Ability to learn continuously--technologies are constantly changing</li> <li>• Excellent documentation skills</li> <li>• At least 1 year of technical support experience in the past 5 years</li> </ul>



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	<ul style="list-style-type: none"><li>• Candidate must have a suitable working location at home that is free from distractions and is equipped with dependable broadband internet access; this is a telecommuting/work-from-home position</li></ul>
<b>CXT Software Benefits</b>	CXT Software offers competitive pay, 401(k) with company match, telecommuting opportunities, paid vacations, holiday and personal time, and medical/dental benefits. CXT Software is headquartered in Phoenix, Arizona.
<b>Note to Applicants</b>	CXT Software is an equal opportunity employer. We value the diversity of our workforce. No third parties please. We are unable to sponsor H1b applicants at this time.

[www.cxtsoftware.com](http://www.cxtsoftware.com)