



Support Manager

DEPARTMENT: Client Services
REPORTING TO: VP, Client Services and Operations
JOB TYPE: Full-time employee
LOCATION: Salt Lake City, UT 84111, plus some travel
COMPENSATION: Depending on experience
BENEFITS: Health, vision, and dental insurance, 401(k), holiday, vacation, and sick leave

JOB DESCRIPTION:

Support a proprietary VMS application by working directly with clients as they report issues. Provide guidance and solutions for clients by understanding their needs and meeting them where they are in terms of technological experience. Oversee, quickly classify, reproduce, and assign support tickets to the appropriate team. Develop in-depth product knowledge to distinguish between configuration issues, bugs and training issues. Must have the ability to work closely with different teams and quickly assess problems. Overall, the role requires patience, excellent listening skills and the ability to diplomatically respond to clients.

DUTIES AND RESPONSIBILITIES:

- Manage the Support Queue and follow through until issues are resolved
- Advocate for the client throughout the lifecycle of the account in order to assure adoption of the software
- Communicating across teams to advocate for client needs
- Triage support tickets
- Immediate troubleshooting
- Writing up Technical issues and documenting solutions
- Training clients
- Being an integral part of software development
- Clean background check and drug test

SKILLS/EXPERIENCE AND COMPETENCIES:

- Advanced communication skills (written and oral)
- Ability to learn new technologies
- At least one year in technology support or Help Desk role
- Technical Writing
- Experience with SaaS products, databases and general web design
- Organized and fastidious attention to detail
- Tier 2 troubleshooting

Helpful but not required:

Experience with Agile Methodology and Scrum development practices
Familiar with Google Office Suite, Zoom, Hubspot, JIRA and Confluence, Toggl

SECURITY ROLES AND RESPONSIBILITIES:

All employees are required to adhere to Samaritan's security policies, as well as learn and maintain a high standard of information systems security hygiene. Employment is contingent upon a clean background check and drug test.

Samaritan is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in the government, non-profit, and corporate sectors. Samaritan is an equal opportunity employer.

