Our company is hiring for a software support specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for software support specialist

- Accurately navigate and fully utilize the site level TCW (Turbine Control Workbook) file to maintain equalized configuration settings
- Have 100% accuracy in deploying parameter settings as a part of configuration management
- Be able to communicate, coordinate and direct Wind Park Site Level Technicians to remediate a control card lockup or other software upgrade issue
- Participate in the use of the Core Parameter Management Utility Tools as they apply to the software upgrade process
- Provide timely and accurate responses to customer technical inquiries regarding the upgrade process and risks
- Manages distribution of software license set up and renewals
- New client implementation, project management, client software training
- Participates in development of client training programs by identifying learning issues
- Provides answers and technical support to internal and external clients by identifying problems
- Quarterly and Annual Usage Report outreach

Qualifications for software support specialist

- General IT administrative knowledge, basic notions and exposure to server

- Basic understanding of programming and or scripting concepts, preferably from a Java environment perspective
- Must hold industry recognized certifications when applicable
- Prior technical call center experience preferred
- Initial understanding of programming, design and/or analysis expected
- Familiar with basic code programs