Our innovative and growing company is looking to fill the role of software support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for software support specialist

- Assist in generating training materials and presenting new functionality to end users
- Interact effectively with end users and internal developers
- Provide Technology Training to End Users
- You will participate in a 24x7 on-call rotation shared with the rest of the team
- Working directly on production systems in live customer environments
- Work closely with the sales team to drive standalone software sales
- Conduct software workflow demonstrations to customers during the sales and service process
- Support Troubleshooting for software defects and prioritized corrective actions on active software versions
- Support Customers to develop Customized report writing using Sciex Reporter
- Telephone and live chat support for active versions of Sciex software

Qualifications for software support specialist

- Fluency in additional EU languages (French, German,) is a plus
- Experience in MS SQL a must
- MS Terminal Services and or Citrix
- A minimum of 3 -5 years in a senior technical support role is required
- The successful applicant will bring energy and enthusiasm in to a team

- Experience in Enterprise level software sales