



Job Vacancy

Aldata

Major Department: CSO

Subsidiary/Entity: Aldata US

Customer Support – Job description: GOLD-Central/Shop Customer Support Analyst

In order to maintain high levels of customer satisfaction with the Aldata support function and maintenance agreement, the Customer Support Analyst provides application support for Aldata products to customers and company associates. Support includes managing the Aldata / Customer Support relations, and managing, resolving and bringing closure to customer support issues and cases that are reported via the online Aldata Customer Portal. Customer Support Analyst activities cover the functional analysis, program analysis, testing, and troubleshooting necessary to resolve customer issues.

Key Products to be Supported in this Role: Retail modules of the Aldata Product Suite

20% Customer Management:

Develop positive, ongoing business relationships with the Customer contacts.

Ensure Aldata knows customers and their specific support needs and the importance of resolving their issues.

Understand the Customer's business issues and how they are impacted and resolved by Aldata products and services.

Develop and maintain the standard documentation, processes and communication necessary to manage the customer relationship.

Maintain a mid-level management relationship with the Customer.

Provide continuous Customer communication.

20% Communication and Coordination:

Take ownership of cases throughout the lifecycle of customer issues.

Effectively and professionally communicate and coordinate with all parties involved in the case resolution (development team, R&D, product support, project teams...).

Regular and effective use of communication tools, such as voice mail, e-mail, PC-based products such as Word, Excel, Projects, RF Flow, PowerPoint, etc

Demonstrate effective and quality writing skills

Recognize potential customizations and operational development for client's current business operations

60% Issue Management and Resolution:

Understand customer issues and request more information from the customer if needed.

Replicate the issue on Aldata's environment and document the case with the details needed for a deeper analysis.

Analyze data and processes involved in the customer issue.

Develop test scripts, and execute related tests for delivery approval

Ensure all elements of Support level are being appropriately delivered to customer by Aldata.

Effectively work with all appropriate divisions and departments of Aldata Solution, the Customer's organization, and any involved business partners, to coordinate and drive the successful resolution and closure of Customer cases.

Escalate issues as needed to appropriate management.

Minimum Qualifications:

The skill level for this role requires deep application and technology product knowledge, excellent customer service skills, and the ability to work with customers who are dealing with critical high impact business issues.

B.S. in Information Systems, Engineering, or related field

- 0-3+ years overall software implementation and/or troubleshooting experience
- 0-3+ years experience working in a service or support capacity within the computer software industry
- Experience developing SQL (Structured Query Language) for troubleshooting purposes
- Excellent planning, time management, communication, decision making, presentation and organizational skills
- Self-motivated with the ability to multi-task
- Ability to perform a variety of duties, often changing from one task to another of different nature without loss of efficiency or composure
- Strong oral and written communication with the ability to train end users
- Strong focus on leadership and customer satisfaction
- Ability to learn new technologies

Desired Skills:

Experience in Supply Chain and Merchandising Systems

Experience with:

- UNIX environments
- C programming
- Java programming
- PL/SQL

Ability to travel nationally and internationally if asked (less than 10% typically)