

**Job Title:** Customer Support Specialist

**Hourly or Salary:** \$18 - \$20 per hour

### **Job Description:**

Web Courseworks is looking for an individual with a strong technical background to help keep our software a standard in the LMS industry. You will perform testing on our Learning Management Software to ensure we're meeting quality expectations. You will also assist clients with using the software and helping identify, troubleshoot, and resolve any problems that may arise in order to promote end-user satisfaction. If you have a combination of excellent technical skills, customer service skills, and can learn new technology and software quickly, this job could be for you!

Successful candidates will enjoy all stages of software. They will have the ability to work in a fast-paced environment and be ready to change gears at any given moment. They will also be extremely detail-oriented and should have knowledge of the SDLC to perform both Customer Support and Quality Assurance duties. During off-peak times of the year, a Customer Support Specialist may spend 75% of their time doing QA.

### **Responsibilities:**

- Conduct all types and methods of testing as needed, such as, system (bugs, new features, etc.), UAT, regression, integration, negative, historical data, ecommerce, mobile, load, and automated.
- Ensure that testing software will meet business requirements and goals, fulfill end-user workflows, and identify and resolve system issues.
- Evaluate, plan, design, develop, and deploy testing techniques for new products or enhancements to existing applications throughout their development lifecycles.
- Create and execute test cases and scenarios that will determine optimal performance according to specifications.
- Address technical bugs and other system issues from identification through resolution.
- Produce written technical documentation and instructions based on testing and how features work in the system.
- Provide friendly and responsive client support and technical issue resolution via e-mail, telephone, and other electronic mediums.
- Educate clients in the use of the LMS.
  - Assist with setup and configuration of courseware.
  - Fulfill requests for account creation, enrollment, reporting, etc.
- Collaborate with all departments during testing to ensure proper functionality.
- Analyze formal test results in order to discover and resolve defects, bugs, errors, configuration issues, and interoperability flaws.
- Effectively communicate test progress, test results, and other relevant information to necessary stakeholders.
- Cultivate knowledge of testing best practices.

## **Requirements:**

- Strong software knowledge
  - 2+ years of experience with computer applications
    - Proficient with all internet web browsers, various operating systems, and mobile platforms including Windows OS, iOS, Android
    - Proficient with Microsoft Outlook, Microsoft Word, Microsoft Excel
      - Photoshop is a plus
    - Experience with HTML, CSS, JSON, Database platforms
    - Experience with JIRA, Confluence, Fresh Desk
- Experience with Moodle-based Learning Management System and/or Content Management Systems preferred
  - Publishing courseware using e-learning standards such as SCORM/AICC/HTML5 is a plus
- Strong software troubleshooting skills
  - 1+ years of experience in customer support
- Extreme attention to detail and ability to remain organized
- Ability to self-educate and rapidly learn new software and systems
- Ability to multitask in a dynamic and constantly changing environment
- Ability to work independently and efficiently to meet deadlines
- Self-motivated with a passion to learn new technologies
- Excellent written and oral English communication skills (including the ability to explain technical concepts in non-technical terms), as well as project and time management skills are essential
- Ability to work flexible hours and overtime, as business requires

## **Preferred Qualifications/Skills:**

- Must exercise excellent analytical, troubleshooting and critical thinking skills.
- Fundamental knowledge of database concepts, including familiarity of SQL.
- Demonstrated ability to analyze information, document conclusions, and develop recommendations.
- Ability to handle conflict, remain professional and analytical in stressful support situations.
- Phone Center experience is a plus.
- Experience with hardware and software related technical support.
- Previous training experience is a plus.
- Quick learner, self-starter, able to work with minimal supervision.
- Detail orientated, with excellent organization skills.
- Data extraction/reporting experience.

## **About Us:**

Our Learning Management Software allows associations to customize and implement their education programs in order to provide professional development for their members. We work with clients through several communication mediums, including email, phone, chat, discussion

forums, and web conference. This position also works closely with the IT department and Developers along with the rest of our team.

Web Courseworks offers flexible work hours and a fun work environment. Our benefits include medical, dental, and life insurance. We also offer paid time off, holiday pay and gym membership discounts.

**Send all resumes and cover letters to:** [Support-jobs@webcourseworks.com](mailto:Support-jobs@webcourseworks.com)