

Position: Support Analyst

Level:

Junior-Intermediate

Job Description:

Oral4D Systems is looking for a junior-intermediate Support Analyst. This individual is a customer focused, support aficionado, providing expert support on our applications to meet the needs of our clients. They require great organizational skills, top-notch oral and written English and the ability to speak to our clients on their level of expertise.

The individual should be considered a "techie" by their peers, not afraid of technology and be able to do basic troubleshooting. Experience working within a top-notch customer support framework to efficiently handle support questions and cases and ensure that all customer needs are fulfilled is an asset. As is a deep understanding of small business IT environments and experience integrating software solutions in both MAC and Windows environments.

What you will be doing:

- Support desk calls/emails
- Provide insight and report on client concerns
- Report trending issues
- Provide Tier 2/3 support
- An orthodontic clinical background is desirable

The ideal candidate will be a self-starter who understands the dynamic start-up culture and environment.

We thank all applicants but only those selected for an interview will be contacted.