

Information Systems Support Specialist Career Opportunity



Company Description

Stria is a five-time INC. 5000 technology company that builds, resells, configures and integrates a wide variety of cloud-based technologies. The company's noble purpose is to positively impact lives and livelihoods. We fulfill this purpose by hiring awesome people that use great technology to solve problems.

Technology Used

Stria has a significant focus on process automation using the DocuSign agreement cloud. We also build and maintain custom applications within Amazon Web Services (AWS), ZoHo Analytics and SmartSheet.

Position Summary

IS Support Specialists work closely with Solution Engineers to provide support to clients and internal staff. This position will primarily focus on managing our IS Help Desk, and troubleshooting application and software issues for clients and internal staff.

Requirements

- Ability to learn new computer systems and applications quickly
- Have or be capable of obtaining a DocuSign CLM or eSignature certification
- Superb communication skills
- Advanced software configuration skills
- Experience with analytics software (ZoHo, PowerBI, Tableau, etc.)
- Experience with a variety of cloud-based technologies

To Apply

Send cover letter and resume to Careers@Stria.com.



Job Description

Position Title: IS Support Specialist

Department: Information Systems

Reports To: Director of Information Systems

EEOC Class: Administrative Support Workers

FLSA Status: Non-Exempt

Position Summary

IS Support Specialists work closely with Solution Engineers to provide support to clients and internal staff. This position will primarily focus on managing our IS Help Desk, and troubleshooting application and software issues for clients and internal staff.

Essential Job Functions

- Identifies, investigates, and resolves users problems with computer software and hardware.
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Applies knowledge of computer software, hardware, and procedures to solve problems.
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- Collaborates with other staff to research and resolve problems.
- Collaborates with Solution Engineers to explain errors and/or recommend modifications in programs.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Participate in client discovery calls to identify and discuss client needs and requirements.
- Participate in weekly client meetings and provide support and assistance with client solutions.
- Ensure that time is managed appropriately to meet client deadlines and deliver complete and smooth operating solutions as outlined in client agreement.
- Maintain expert level understanding of methodologies and internal standard operating procedures (SOPs) as they relate to assigned opportunities.
- Performs other related duties as assigned.

Qualifications (Knowledge, Skills, Abilities)

- Ability to learn new computer systems and applications quickly.
 - Knowledge of basic Microsoft Office programs (Word, Excel, PowerPoint, etc.)
 - Excellent written and verbal communication skills
 - Experience with cloud-based technologies
 - Advanced software configuration skills
 - Strong analytical and problem-solving skills.
 - Ability to explain technical issues to technical and nontechnical employees and customers.
 - Experience working in computer technical support
 - DocuSign CLM or eSignature certifications preferred
 - Experience with analytics software (ZoHo, PowerBI, Tableau, etc.)
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Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.