

JOB TITLE

Technical Support Analyst I

I. GENERAL INFORMATION

Division: CTO

Position Reports to: TBD

FLSA Status: Exempt

II. JOB DESCRIPTION SUMMARY

The **Technical Support Analyst I** will work with Meridian's customers to gather and analyze information related to issues with Meridian's application, as well as client-utility owned applications. They will document, research, diagnose and re-create application issues reported by Meridian's customers. The **Technical Support Analyst I** will provide front-line customer support for Meridian's software products, as well as work with Meridian's development teams to effectively communicate issues, test resolutions and work with the customer to facilitate testing for resolutions. They will be involved in all system lifecycle related activities for moderately complex assignments. Other responsibilities will include writing training documentation and training users on using Meridian's software.

III. ESSENTIAL RESPONSIBILITIES

- Provide front-line customer support for Meridian's applications
- Research and resolve Meridian customer technical support issues as a first responder in a service desk environment
- Gather accurate information pertaining to customer-reported issues
- Analyze customer issues and provide first-level troubleshooting and diagnostic steps to assist customers
- Perform necessary steps to re-create customer issues in Meridian test environments
- Work with Meridian development team to accurately relay information relevant to customers
- Work with Meridian's Development team and customers to test issue resolutions
- Perform basic database queries for researching issues, using Meridian-provided tools and technologies
- Analyze client business processes and systems for areas of improvement
- Prepare customer training documentation
- Complete training & development goals as assigned

- Perform other duties as assigned

IV. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong customer service, verbal, and written communication skills. Ability to de-escalate tense customer support situations
- Strong research and investigative skills, as well as resourcefulness
- Strong problem solving and troubleshooting capabilities
- Ability to communicate with both technical and non-technical audiences
- Ability to learn and adapt to new assignments and technologies
- Self-motivated, with the ability to work both individually and in a team environment
- Basic skill level in writing database queries using Meridian-provided tools
- Proficiency with current versions of Microsoft Outlook, Word, and Excel
- Ability to work outside of normal working hours, and to be on call and support a 24x7x365 operations environment
- Must have a valid U.S. driver's license

V. EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree or working towards an Information Technology related area or equivalent experience preferred
- Prior experience in a technical support or technical call center role preferred
- Knowledge of software development methodologies preferred