We are seeking a Support Analyst to become an integral part of our team! You will be responsible for providing technical and procedural support to our customers on the use of ABS software applications, via telephone, voicemail, and email. This position supports the following, but not limited to software, hardware, databases, procedural questions, and network connectivity for all our clients. Analysts are empowered and expected to take an active role investigating and resolving problem tickets, customer concerns, and questions. Analysts in this role should have a technical background, superior customer service skills, and thrive in a fast-paced environment.

This job is in Macon, GA and requires the candidate be local or willing to relocate/commute.

Responsibilities include:

- Responds to client inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.
- Researchers ticket tracking system and internal documentation to locate resolution steps.
- Provides issue resolution in the use of ABS software applications and strives for first call resolution on every call to meet team KPI standards.
- Responsible for training new and existing customers. This sometimes requires Sunday – Saturday travel and staying overnight.
- Installs or assists customers in installation of ABS software applications and hardware including peripheral components such as monitors, keyboards, and printers.
- Collaborates with all departments in escalation, prioritizing and solving situations.
- Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.
- Completes quality ticket write ups timely and efficiently.

Qualifications:

- Bachelor's degree in Information Technology and/or 3 years of experience in software application support, consumer finance and/or banking industry, mortgage industry, dealer financing, or equivalent skills and experience preferred.
- Technology oriented with ability to become proficient in troubleshooting hardware/software issues
- Demonstrated critical thinking, analytical and decision-making skills
- Outstanding written and verbal communication skills with the ability to present complex information in a clear and nontechnical manner to various audiences
- Capability to multi-task efficiently and adapt to changing conditions in a fast-paced environment
- Ability to take complex formulas and verify input/output
- Ability to understand industry terminology related to loan origination calculations, servicing loans, and accounting with some guidance
- Deadline and detail-oriented
- Ability to be self-directed and work independently
- Ability to work flex schedule to meet business needs
- Has a passion for IT!
- Microsoft product knowledge preferred