Software Support Specialist
Support · Ogden, Utah

Department Support
Employment Type Full-Time
Minimum Experience Entry-level
Compensation $40,000

Who We Are: DAKCS Software Systems is an industry leader in simplifying the process of accounts receivable management and collection software by creating innovative cloud and on-premise collection agency management software solutions. We specialize in accounts receivable management, collection management, predictive dialing/IVR, e-payment, client access, self-service and e-signature requirements with elegantly designed, configurable enterprise solutions.

Who we are looking for: We are currently looking for a full-time Technical Specialist to join our team. This position requires problem-solving skills, working through a queue of questions and problems, and using new code, existing code, and an understanding of the system to resolve issues. We need someone who is customer service oriented and has a basic knowledge of software development and SQL.

In this role, you will:
- Be responsible for answering incoming phone calls
- Diagnose software problems
- Fix/write code to resolve customer concerns
- Answer operational questions
- Train customers on software functions
- Deliver professional customer service

What you need to be successful in this role: Must be able to read and write code. Must possess a willingness to learn. Must possess strong communication skills and effectively talk with customers and other employees about the software issues.

Additional things to help you be successful are:
- 1-2 years of technical support or customer service experience and working with software related problems
- Knowledge of SQL, C++, and C#
- Ability to diagnose and correct software-related issues
- Experience working with LINUX/UNIX operating systems
- Ability to understand and write code to aid in solving customer concerns
- Ability to read and understand directions and help document those directions as they relate to understanding software applications
- Learn to teach and train the software application to our customers
- Record steps taken to resolve customer questions or issues
- Learn and understand current proprietary software technologies

What you will love about us:
- Competitive salary
- Very stable & challenging work
- Joining a company who highly values their employees
- Casual environment
- Medical, dental, life, disability, generous paid time off, holiday pay
- Company celebrations
- Much more

Qualified applicants receive equal consideration. No question is asked for the purpose of excluding any applicant due to race, color, national origin, religion, age, sex, disability, or any other factor prohibited by law or regulation. DAKCS IS AN EQUAL OPPORTUNITY EMPLOYER. DAKCS participates in E-Verify. Through participation in the E-Verify program, DAKCS electronically verifies the employment eligibility and Social Security Number of all new hires. DAKCS also performs background checks as part of our recruiting process.