



Job Description: System Support Specialist

\$18 - \$22 per hour

The System Support Specialist is a dedicated member of the Customer Experience Team. The SSS is responsible for operating and supporting the internal processes pertaining to the operating system. A supporting team member to the Billing Coordinator and Customer Service Team. The SSS reports directly to the Customer Experience Manager.

Responsibilities and duties include but are not limited to:

- Supports integration processes to ensure accuracy in CPE, inventory, and processes.
- Provides technical support identifying, investigating, and resolving user problems specific to the organizations billing and operating system.
- Applies knowledge of systems and procedures to solve problems.
- Collaborates with Billing System Coordinator and Customer Service Team on department projects.
- Collaborates with other staff to research and resolve problems.
- Collaborates with systems and network administrators to explain errors and/or recommend modifications to systems.
- Maintains knowledge of system opportunities and technological innovations and trends.
- Closing orders, correcting errors, and resolving discrepancies with data and reports to ensure data quality; keeping track of operational efficiencies to present to CSR Supervisor and Manager for training opportunities.
- Assists Billing System Coordinator with monthly billing and associated tasks.
- Assists Customer Service Team as needed.

Requirements include but are not limited to:

- Professional communications skills – a must.
- Knowledge of Microsoft Office Suites, Excel, Word, Project and others.
- Possess a valid driver's license which meets the MTC insurance requirements.
- Comply with the Drug Free Workforce Act.
- Follow job safety policies and procedures.
- Comply with Smoke Free Policy.

Key Performance Opportunities and Expectations

- Increase integration, API, and efficiency through systems.
- Assists leadership team to streamline and supports new and existing workflows.
- Expand communication and interactions with CXM, BSC, and internal teams.
- Assists in documenting processes.
- Takes advantage of NISC trainings and additional continual education opportunities as assigned.
- Communicates in a professional manner.