

Technical Support II Specialist:

Nexbillpay is looking for a Level II Technical Support Specialist to deliver superior support to our nationwide utility customer base and our software users. The Support Specialist will be providing technical support to our public utility customers. This position will be answering incoming call requests, troubleshooting application and direct client problems, logging service tickets, documenting issues and guiding customers through documented solutions to resolve issues with defined policies and procedures.

Responsibilities/Qualifications:

- Agent logs, receives, and tracks trouble tickets, assigns them to a technical specialist (could be themselves or someone else and ensures that their tickets are resolved/closed out within the ticketing system.
- Provides telephone support to utility administrators on hardware, software, and other system related issues.
- Provides problem resolution on the telephone with users; and walks the user through a series of steps to determine issue; classifies level, priority, and nature of problem.
- Opens, tracks, taking ownership of issues and promotes end-user satisfaction; tracks activities of technical support specialists to whom tickets were assigned.
- Works with Level 3 and other escalation points to resolve technical issues.
- Accurately classifies and records details of inquiries into a web-based ticketing system.
- Effectively manages/prioritizes time to ensure that minimum Service Levels are met and/or exceeded.
- Requires someone with drive and passion for technology, security, and a wide range of responsibilities
- The position consists of mainly software support, systems administration, and various projects as assigned
- Essential tasks & responsibilities associated with help desk support and the ability to analyze and troubleshoot various technical issues
- Reconciliation and Accounting Proficiency experience
- Diagnose, troubleshoot, and resolve technical issues
- Acquire technical knowledge dynamically and quickly to work towards problem resolution
- Document client communication, troubleshooting steps, and resolution
- Notifying management of issues/problems that require escalation

Must Have:

- Strong team player.
- Competitive and wanting upward mobility.
- Good written and verbal communication skills.
- Critical Thinking Skills
- Multitask while documenting the customers' call.
- The ability to learn quickly and independently.
- Be passionate about helping people and resolving issues.
- Show good problem-solving skills and take ownership/accountability of ticketed issues.

Job Type: Full-time

Starting Salary: Experience Pending

***Preferred Experience (Not a Requirement) ***

- Zendesk or ticketing system
- Filezilla (FTP Application)
- Excel
- Basic Windows Functionality

Work Location:

- Birmingham Location

Benefits:

- Health insurance
- Dental insurance
- Vision insurance
- Profit Sharing Plan
- 401k Retirement Plan
- Paid Vacation
- Paid Holidays

Schedule:

- 8:00-5:00 M-F

Full Description

Company Description

Nexbillpay is a complete, trusted, and proven payment and notification platform designed to address the unique business needs of all size utilities while at the same time offering security, flexibility, and optimal value. Our integrated platform taps into the power of any utility billing solution by offering a branded customer portal with simple account creation, linked accounts, detailed payment history, account verification, usage/consumption, bill amount and payment amount graphs, preferred payment storage options, one time/auto-pay options, SMS automated payment notifications/reminders, and built in e-billing options.

Nexbillpay was designed to help rural water, gas, and electric companies who are looking for an affordable and dependable payment solution system to fit their unique needs.

Our mission is to provide successful and streamlined communications between software partners and utility providers and their customers through integrated software and technology.