

Support Analyst

Job Description

Support Analyst is a full time position that requires great customer service experience; writing and communication skills; as well as excellent computer skills.

- Responds to first level Help Desk calls/emails/text-chats relating to MRED Systems and services
- Identifies user's issue, conducts appropriate troubleshooting and follows through to resolution or transfers to appropriate department or outside organization
- Provides technical related troubleshooting pertaining to use of MRED products and their interactions with Operating Systems, Internet Browsers and other third party software
- Identifies, verifies, reports and follow-up on reported MRED system function issues as well as completing problem ID reports with appropriate documentation and forwarding to the Support Analyst II
- Official logging of user suggestions & participation in round table discussion
- Logs and documents all calls in the HEAT call-logging system
- Contributes to internal FAQ system
- Maintains and expands the level of knowledge on MRED systems/services and related software functions to provide accurate information to subscribers
- Assists with the training of new Department employees
- Acts as a conduit between the Realtor Board/Association and our subscribers to streamline membership resolutions
- Participates in the testing of MRED products and services
- Assists with various secondary duties: Department Email/Voicemail Status change request forms Listing input Forms Assist with various special committees and task forces as requested.
- Other duties as assigned.

Job Type: Full-time

Salary: \$42,000.00 /year