

MSI Resumes

To: 'info@MediaNetSol.com'
Subject: Job Opportunity with e-IEP PRO Support Team ("Entry Level" Customer Care Representative)

Hi - MediaNet Solutions, Inc. is looking to add an "entry level" customer care representative to its support team to assist in providing support and training to e-IEP PRO and e-ELL PRO end-users.

If you love using the e-IEP PRO and assisting others in learning how to use the e-IEP PRO, this position might be ideal for you.

Please see the position description below for more details about this opportunity.

If interested in applying for this position, please submit your resume (and cover letter) to resumes@medianetsol.com.
No phone calls please.

Thank you,

MediaNet Solutions, Inc. (e-IEP PRO)
Arizona's Special Education Student Information System

POSITION TITLE: Customer Care Representative

POSITION STATUS: Full-Time, Salaried Position, Full Benefits Package

POSITION SALARY RANGE: \$35,000 - \$50,000 (commensurate w/ experience and qualifications)

POSITION LOCATION: MediaNet Solutions, Inc. North Phoenix Office (85027)

POSITION WORK HOURS: 8:00 am – 5:00 pm (Monday – Friday, except holidays). Overtime may be required.

BASIC FUNCTION: Customer Care Representative provides support to end users of the e-IEP PRO and e-ELL PRO software products through phone, web-based communication, e-mail, on-site training delivery and documentation development. This position requires knowledge of commonly used special education concepts, practices, and procedures within client's fields of operation and specific knowledge in the use and operation of the e-IEP PRO system. This position relies on instructions and pre-established guidelines to perform the functions of the job.

OVERALL "MUST-HAVE" SKILLS INCLUDE:

- Friendly demeanor as needed for effective end-user customer support.
- Detail-oriented (enjoys tracking details, editing, keeping & meeting deadlines).
- Technically-adept (Microsoft products and internet-browsing for user support).
- Comfortable in front of, enjoys, and is good at teaching groups of educational staff.

REQUIRED COMPETENCIES INCLUDE:

- Strong people skills.
- Excellent communication skills.
- Outstanding problem solving and reasoning abilities.
- Must be able to interact well with a team.
- Must be capable of troubleshooting problems and performing root cause analysis.
- Must be capable of recommending and implementing solutions.
- Must be available to work flexible hours to support an end-user support environment.
- Must have a positive attitude and strong work ethic.

- Must exhibit and work effectively based on integrity, honesty, dignity, and respect.

EXAMPLES OF USER SUPPORT DUTIES:

- Provides web-based, e-mail and phone-based technical support services to end-users.
- Maintains and logs all technical support activities in an incident tracking system.
- Assists in providing on-site end-user training to software end users.
- Provides web-based end-user training to software end users.
- Tests and verifies new software systems prior to training and use by end users.
- Tests and verifies software system fixes.
- Interfaces with other company staff in solving client related issues and/or concerns.
- Reviews user support documentation such as FAQs, Users Guides, and client training materials for accuracy and/or needed updates.
- Creates and maintains Adobe PDF forms used in software systems.
- Contributes to the creation and modification of overall User Support Group policy and procedures.
- Assists with creating closed-captions on recorded training videos using video editing software.

ADDITIONAL CUSTOMER CARE DUTIES:

- Coordinate and complete data transfer activities per established MSI procedures.
- Coordinate and complete data clean-up activities per established MSI procedures.
- Coordinate refreshments, registration and other event coordination activities as needed.

SUPERVISION:

This position reports to the president or a senior manager in the performance of his/her responsibilities.

QUALIFICATIONS:

- Requires good verbal and written skills, attention to detail and the ability to prepare readable written reports.
- Must be able to complete assignments with a high level of accuracy and correctness.
- Must adhere to company policy and dress code/appearance at all times.
- Basic systems knowledge to include Internet browsers and PC/MAC Operating systems.
- Has knowledge of commonly used concepts, practices, and procedures used within MSI clients' industry/fields.
- Must be able to handle multiple assignments/deadlines with a high degree of flexibility and to balance conflicting priorities.
- Must be able to interact effectively and professionally with outside vendors and all levels of staff and be able to function effectively as a member of a team.
- Requires high degree of customer-service orientation.
- Must be able to communicate technical information in simple language.
- Must demonstrate a high-level of commitment to achieving excellence in all work activities and products.

EDUCATION:

- Requires a bachelor's degree in education, information technology or related experience.
- Requires comprehensive knowledge of one or more operating systems and environments including Windows.

EXPERIENCE:

- 5+ years experience in PC and MAC based applications.
- Proficient with major Internet web browsers.
- 3+ years experience in the education or technology field.

OTHER JOB REQUIREMENTS:

- Must have own personal transportation.
- Must be able to travel within the state of Arizona as needed.
- Overtime may be required.