

## CAREER OPPORTUNITY



**Position:** Software Support Representative  
**Reports to:** Customer Support Supervisor  
**Company:** Augusoft, Inc. – [www.augusoft.net](http://www.augusoft.net)  
**Location:** Golden Valley, MN

### Description:

Augusoft, Inc. is the leading SaaS company for continuing education programs. We provide an exciting, challenging and rewarding work environment that encourages personal growth. Our software, Lumens, provides an integrated product suite which allows continuing education programs to process online registrations and manage day-to-day business operations.

Augusoft is looking for a motivated individual who lives and shares Augusoft's core values to join the Customer Service team as a Software Support Representative.

### Responsibilities:

- Develop an extensive working knowledge of the Lumens product suite
- Respond promptly to requests for application assistance or problems
- Advise customers on appropriate actions
- Log all customer support interactions in prescribed software tool
- Troubleshoot issues reported by customers and provide technical support and solutions, where appropriate
- Identify and escalate situations to appropriate internal resources
- Facilitate problem-solving between end user and Augusoft development staff
- Build/maintain the Knowledge Base for customer use
- Create and maintain other customer service related documentation

### Qualification Requirements:

- Associates Degree or equivalent work experience is required
- Reliable home Internet connection is required

### Essential Skills:

- Knowledge of customer support principles and practices
- Ability to listen carefully and ask appropriate questions to understand the issue
- Ability to communicate professionally by phone and email
- Ability to cultivate positive working relationships with customers and coworker
- Ability to effectively collect, organize and maintain data relevant to issue/request
- Problem analysis and problem-solving skills
- Experience assisting customers with software application questions and problems
- Extensive knowledge of Internet Explorer and using web-based applications
- In-depth knowledge of Microsoft Office products – Word, Excel, Outlook



**Benefits:**

- Hourly position
- Generous paid vacation and holidays
- Health insurance coverage
- 401k company match
- Voluntary short-term/long-term disability
- Lifelong learning class benefits
- Onsite exercise facility

**Augusoft Core Values**

The Software Support Representative will be expected to become familiar with and infuse Augusoft core values:

- Succeed Together
- Reach for the Moon
- Do What You Say
- Makes Customers our Nucleus

No phone calls please. Send resume and salary requirements to: [csjobs@augusoft.net](mailto:csjobs@augusoft.net).

# *Augu'soft*®

In order to be considered for this position, you must reference the position title, **Software Support Rep** in the subject line. Augusoft is an equal opportunity employer.

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