Senior Solutions Support Specialist

Company Information:

For 70 years, O'Neil & Associates has specialized in the preparation of technical publications for widely diverse customers. We continue to expand and develop our technical writing, technical illustrating, provisioning, and information engineering staff and processes. In addition, we have embraced and refined rapidly evolving publishing technologies to manage and distribute information.

Today, ONEIL is in a position of leadership as a developer of product support information. O'Neil serves customers worldwide and is headquartered in Miamisburg, Ohio. We offer a fun, flexible work environment for all of our employees with advancement opportunities.

Position Summary:

The Senior Solutions Support Specialist provides technical support to our global customer base in resolving various issues related to authoring, publishing, deployment, and access of technical information and software usage, including diagnostics. This role must demonstrate a wide range of problem-solving and troubleshooting skills to resolve customer-reported issues, as well as be able to tailor their language according to the target audience, both technical and non-technical. This position will interact directly with the customer and with key personnel of the software development team as needed. This role will assist management in leading projects, the team, and in training of department personnel.

Position Requirements:

This role is responsible for interfacing with internal/external customers to track, research, reproduce, and resolve reported issues pertaining to software, content, display, or procedures. Four to six (4-6) years in troubleshooting, technical consulting, and/or customer support of data and software is required. Individual should possess excellent communication skills to respond effectively and professionally to online trouble tickets, customer calls, and customer emails.

- 85% - Technical Support – Providing customer support by tracking, researching, reproducing, and resolving issues reported by the customer
- 15% - Travel as needed to locations to perform on-site software testing

O'Neil & Associates, Inc., offers a complete benefits package including medical and dental insurance plans, paid time off (PTO), short & long-term disability insurance, life and accidental death & dismemberment (AD&D), 401(k) retirement plan and employee stock ownership program.

O'Neil & Associates, Inc., is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, age, disability, or Vietnam Era, or other eligible veteran status, or any other protected factor.