

Job Title	Technical Support Analyst	
Location	Charlotte, NC	
Division/Dept.	IT	
Reports to	Software Product Manager	
Type of position:	Hours <u>40 hrs./</u> week	Notes:
<input checked="" type="checkbox"/> Full-time w/benefits <input type="checkbox"/> Temp Full-time w/o benefits <input type="checkbox"/> Part-time w/o benefits <input type="checkbox"/> Temp Part-time w/o benefits		

GENERAL DESCRIPTION

As a member of the IT Team, the Technical Support Analyst's focus is to provide end user support to the associates within the Hyde Park Partners companies.

Primary responsibilities include but are not limited to:

- Provide support to users of the Apogee Software system
- Setup and Support Electronic Data Interchange (EDI)
- Write SQL queries, reports, and program minor software bug fixes
- Technical Support responsibilities for Apogee Software and End User Support
 - Answer support related calls/emails from users
 - Enter support issues in iPM Maintenance
 - Communicate with end users to gain additional details about reported incidents and keep them updated on the status of their incident/request
 - Troubleshoot support issues and make decisions to assess their priority and impact
 - Identify and enter bug/support programming projects
 - Program minor bug fixes and support programming projects
 - Write and execute SQLPlus queries, Ad Hoc reports, and data updates
 - Answer system functionality questions from users and other IT associates
 - Support PlanetPress printing of business documents
 - Monitor invoicing process after hours
 - User setup/removal
 - Add/Update Wiki Documentation of Apogee software and Support Processes
- EDI Coordinator Responsibilities
 - Monitor EDI and XML processes, transactions, and error messages
 - Troubleshoot/resolve data issues with EDI transactions
 - Interpret ANSI X12 Standards
 - Interpret Customer/Vendor/Bank EDI Specifications
 - EDI Transaction Mapping
 - Set up new EDI partners
 - Oversee and Support EDI Interface with 3rd party portals

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

- Associate's degree (A.S.) or equivalent from two-year college in Computer Science or at least 2 years related experience and/or training; or equivalent combination of education and experience.
- SQLPlus Programming experience is preferred.

Skills/Competencies

- Computer Programming
- Familiarity with Databases
- Experience with SQL
- Ability to dissect technical problems, analyze data, and recommend potential solutions
- Ability to learn new technologies and software applications
- Analytical skills and attention to detail
- Ability to organize and follow through to completion

Language Ability

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public

Math Ability:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- To perform this job successfully, an individual should have knowledge of and be proficient in Microsoft Office. In addition to these, qualified candidates need to demonstrate proficiency in: SQL – PL/SQL – HTML – Javascript – Unix Shell.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duty of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk as well as be able to speak and hear. An employee would need to be able to have the ability to have clear vision at 20 inches or less.

We will consider all qualified applicants regardless of age, race, color, national origin, sex, religion, veteran status, disability, sexual orientation, gender identity or any other legally protected status.