



Technical Support Representative

DESCRIPTION

Rapidly growing, and leading, sales quoting software manufacturer has an exciting Technical Support position available for a qualified professional in Orlando, Florida.

ABOUT ASPIRE TECHNOLOGIES, INC.

Headquartered in Orlando, Florida, Aspire Technologies, Inc., is a privately held company with 14 years of experience in developing sales force automation software that integrates with leading contact management and accounting applications to include ACT!, GoldMine, Maximizer, MS CRM, Outlook, salesforce.com, SalesLogix, TeleMagic, Autotask, ConnectWise, QuickBooks, and Peachtree. Selling to a variety of markets, Aspire Technologies, Inc. has developed a unique niche of workgroup enabled quoting software for use across the enterprise. Our flagship application, QuoteWerks, currently has over 45,000 users in 75 countries. Our software is deployed in companies of all sizes in virtually all industries.

Aspire Technologies, Inc. has built its position in the marketplace as a small to middle market leader by providing a line item based quoting solution that has the ease of use of spreadsheet software, with the feature set, power, and flexibility of high end custom solutions without the associated costs and complexities.

OUR MISSION

We believe in old school values and are proud to continue these traditions where businesses are honest in their practices and deliver high quality, reliable products and make them available for a fair price. Our company mission is to create high quality sales quoting and ordering software to be used by companies in most industries by adhering to the fundamental needs of the quoting process. We strive to be available to our prospects and customers for pre-sales and post-sales customer service and to provide knowledgeable honest responses in the best interest of the customer. We do not strive to make the most money (at the expense of poor customer service) or be the largest company (bigger is not always better in our book), but rather strive to build a strong resilient company that focuses on a quality experience for its customers, prospects and employees.

JOB OVERVIEW

Location of Position: **Orlando, FL.**

Base Salary: **\$34,000 - \$45,000 per year depending on verifiable experience and skills**

Bonus: **Yes – paid quarterly**

We are looking for a professional to fill a Technical Support position. Our product is known to be very stable and most of the technical support involves "How do I" questions and assistance in customizing the software.



Job Description

It is important that the person have good verbal skills and a clear speaking voice. A solid technical understanding of our product is required of this position. The applicant must have experience with and enjoy working with software. Experience with the software industry is a plus.

We are looking for focused, ambitious, hard working, eager to learn, self-starting individuals that can make their mark in our company. We are seeking professionals with skills in technical writing and training experience. Our technical support staff work in a team environment and organizational skills are a must.

DUTIES

- Perform duties under limited supervision.
- Receive incoming calls and e-mails from customers through diagnosis and discussion of the particular problem.
- Fulfilling product registration requests by phone and e-mail.
- Respond to issues and questions on product support forum.
- Precisely record all issues in call tracking system in an efficient manner.
- Responsible for ensuring the timely process through which problems of a moderate complexity level are controlled and corrected. Will refer more difficult issues to Sr. Technician as required.
- Support customers by exercising good judgment regarding the urgency of their concerns or questions, through the use of effective problem resolution, recognition and research methods. Provide follow up steps to assure that requests have been satisfactorily met.
- Assist with development and maintenance of knowledge base used for problem resolution.
- Perform assigned tasks in a professional manner.
- Other duties as assigned by Management.

REQUIREMENTS

Qualifications

- Excellent phone/email presence and interpersonal skills.
- Excellent verbal and written skills.
- Possess a strong working knowledge of Microsoft Office products.
- Experienced with web-based demonstration tools such as WebEx, GoToMeeting, or Live Meeting.
- Possess a strong work ethic with the ability to work independently.
- Flexible, creative, self-motivated, with good interpersonal skills.
- Demonstrated success in evaluating customer/partner needs.
- Ability to accept and provide constructive feedback.
- Team player always ready to offer assistance to peers and supervisors in reaching personal and team goals.
- Experience with sales automation systems (CRM). Direct experience with GoldMine is preferred.



Job Description

Computer Skills

Advanced knowledge of personal computer operating systems. Advanced knowledge of Microsoft Windows software conventions. General knowledge of server operating systems. General knowledge of MS SQL Server. General knowledge of ODBC and MDAC. General knowledge of Terminal Services and Citrix.

Other Experience Desired

Experience in training and consulting. Technical Writing Experience. Programming Experience. Experience with ACT!, GoldMine, MS CRM, SalesLogix, salesforce.com, Peachtree, or QuickBooks is a plus.

Candidates will be required to pass a technical skills evaluation and criminal/civil background check prior to an offer being extended.

Only local candidates residing in Central Florida will be considered as this position does not include relocation assistance. We are looking to fill this position immediately.

Aspire Technologies, Inc., offers competitive salaries/commission plans, bonuses, and spiffs (incentives). Benefits package includes: medical and dental plan, paid vacation, sick, and personal time, and more. Aspire Technologies, Inc. is an Equal Opportunity Employer. To learn more about QuoteWerks and Aspire Technologies, Inc., visit us online at: www.quotewerks.com.

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