

Support Analyst

Primary responsibilities

Provide on-site technical support for a WEB based AMI (advance metering infrastructure) application during project implementation. Initiate, track, and resolve customer technical issues and address them immediately or deliver to the appropriate level of support with adequate case description, and provide feedback to customers. Monitor and report on the status and verification of data accuracy, completeness, timeliness and general performance. Support scheduling and planning of project implementation. Provide and support on-site customer training. Support high level factory acceptance testing at customer site. Flexibility to work overtime. Travel is required 20 percent.

Qualifications

- Two or more years of experience with customer support and quality testing.
- Ability to troubleshoot systems and communication problems.
- Good customer interface skills are essential.
- Must be intuitive, self-motivated and resourceful.
- Must have good communication skills, must be independent, a good team player, and have the ability to manage stress.
- Some database and SQL knowledge is desirable but not required.
- Experience with wireless communication a plus.

Education

Bachelor of Science degree in engineering or computer science is preferred. Will consider alternative degree with appropriate experience.

To apply for this position

Submit your résumé to Human Resources by mail, fax, or email. Please indicate the position title you are applying for in your cover letter.

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