



Customer Support and Documentation Specialist

JOB DESCRIPTION

Cayuse, Inc. has a position for a well-qualified Customer Support and Documentation Specialist, to be filled immediately. The person in this position will be responsible for a demanding and rewarding variety of duties related to the support, documentation development, training and customer communication activities for an industry-leading web-based software system. Cayuse, Inc. is looking for someone with the combination of experience supporting a technical product or service, strong communications skills, mature personal organization skills, a successful history of contributing to small innovative teams, and a fun, upbeat approach to working with colleagues.

Responsibilities

- Provide front line technical and user product support via phone and email.
- Develop a deep understanding of how our application software systems operate, how they are architected, and how customers use them.
- Assist with the development of software documentation and training, in conjunction with our Customer Operations Manager, including customer communications, project management and deployment execution.
- Assist with creating, improving and maintaining all Cayuse training materials, and support the repurposing of those materials for alternate use in Sales and Marketing when necessary.
- Assist with delivering training to various user constituencies at customer organizations.
- Collate and organize information from customer interactions for presentation to Sales, Marketing, and Product Management.
- Participate with the engineering and operations teams as a Research Administration “domain expert” to define plans for standardizing, scaling and enhancing our products and the services utilized to deploy/install/release those products.
- Investigate, analyze and make recommendations to management regarding improvements, upgrades and modifications to our products and services.
- Other duties from time to time as determined by management.

Professional Experience

2+ years experience in technical or customer support for a technical product or service, with experience or training in technical problem identification and resolution methodologies.

Experience developing training materials and delivering training to various user constituencies within a public or private research institution related to grant proposal tools, processes or procedures.

Demonstrated strong written and verbal communication skills.

Technical Skills

Required: Proficiency with both MS Windows PC computers and Apple Macintosh computers, including the use of standard office software applications such as Microsoft Word and Adobe Acrobat. Fluency in web-based software technologies, including various types of web browsers and web-based applications such as Salesforce.com.

Desired: Hands-on experience with Linux server environments, network troubleshooting, and data management.

Education

Required: Bachelors degree from an accredited educational institution.

Other Information

This is a full-time, on-site, salaried position, with generous medical, dental, and vision benefits as well as paid vacation. We unfortunately cannot provide sponsorship or relocation benefits at this time.

Contact

To be considered for this position, please email your resume and cover letter to the Customer Support Manager at careers@cayuse.com. Please reference "Customer Support Specialist" in the subject line.