

## Product Support Analyst – Fort Washington, PA Job Code: # 601

The Product Support Analyst position will work within a small and multifunctional team reporting directly to the Senior Vice President of Operations and Service. This individual will provide support to our existing customer base as well as work on a team that is responsible for new customer implementations. We are looking for analytical thinkers who have a desire to learn and use new technologies.

### Responsibilities:

- Interact with both internal and external customers providing guidance on the use of our product as well as helping to resolve issues.
- Work closely with our deployment team and perform the required technical tasks associated with customer implementation
- Data Analysis and optimization
- Participate in product documentation development
- Escalate potential customer satisfaction issues to management
- Record all customer activity in Customer Relationship Management (CRM) system

### Requirements:

- Bachelor's degree in a technical field or equivalent training/experience.
- Expertise in HTML and Javascript coding
- Strong knowledge of Linux/Windows Server Operating Systems
- Excellent written and oral communication skills
- Knowledge of SQL
- Knowledge of PHP a plus but not required
- Ability to multitask in fast paced environment
- Strong attention to detail
- Previous customer support experience

Please send your resume with a cover letter and salary requirements to [resumes@tacoda.com](mailto:resumes@tacoda.com) with the job title in the subject line.