

# ILG Technologies

ILG Technologies is a software development company providing the most comprehensive solutions for bar admissions agencies throughout the United States.

ILG Technologies Support Office in Hubbard Lake, MI is currently seeking to hire Support Specialists. The ideal candidates must be a motivated team players who learns quickly, takes initiative, has good oral and written communication skills and is customer service driven.

Please email your cover letter and resume on or before October 12, 2018, to: [info@ilgtechnologies.com](mailto:info@ilgtechnologies.com).

ILG Technologies is an equal opportunity employer.

## JOB DESCRIPTION

### Support Specialist

#### Brief description

The position of support specialist consists of being responsible for providing problem resolution, either written or verbal, to end-users by performing a question diagnosis to guide them through step-by-step solutions. Solutions include, but are not limited to, resolving username and password problems, assisting with navigating client websites, application menus, troubleshooting email problems, directing non-technical substantive questions to appropriate persons, etc. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. Representatives will perform related work as required.

#### Tasks include but are not limited to

- Learn ILG Technologies' products, services and provide assistance to clients for those products;
- Read, analyze and respond in a timely manner to technical support requests using ILG Technologies' internal support ticketing system;
- Track / follow up with support requests, see reported issues through to proper resolution;
- Answer and manage phone calls, direct calls to appropriate parties or take messages;
- Communicate and coordinate as needed with team members to effectively resolve issues;
- Help maintain ILG Technologies' products and services.

**Qualifications and requirements**

- High school diploma or equivalent;
- Degree/classes in Information Technology, Computer Science desired, but not required. Willing to train the right person;
- Knowledge of computers, Windows and Mac operating systems, and their internet browsers.
- Must have excellent analytical and problem solving skills;
- Strong communication skills with the ability to articulate clearly in both verbal and written format
- Self motivated with exceptional organization and time management skills;
- Must have patience, ability to remain calm under pressure, have a can do attitude, a desire to be helpful and be a team player.

**Competencies**

- Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Cooperation — Job requires being patient, pleasant and helpful with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.

**Lines of communication**

- This position will report directly to the Support Manager.

**Working conditions**

- This is a full-time position requiring 40 hours a week;
- Overtime/flex hours will be required twice a year, February and July, in conjunction with the bar examination.

**Salary and Benefits**

- Starting salary is \$24,960/annually
- Paid vacation, sick and holiday leave
- Medical
- 401(k) after successful completion of probation