



## **Software Support Analyst – Government Applications**

NTS Data Services was founded in 1968 and today we proudly provide voter registration and election management solutions to County Boards of Elections, School Districts, Towns, Villages and Fire Districts. Almost all New York State County Boards of Elections (50 out of 62) use our software. Our customers expect and receive proactive service and support, resulting in an excellent customer retention rate and long term job security for our staff.

Because of continuing growth, we are looking for a highly-skilled customer support analyst to provide help and guidance to users of our application software.

The ideal candidate must have excellent knowledge of customer support principles and practices (minimum 1 year experience) and have good communication, troubleshooting and people skills. The position requires experience with MS Office products, especially spreadsheets, and a good understanding of computer technology.

The candidate must be self-motivated, and able to work as part of a team. Experience or knowledge of Boards of Elections' workflow and NTS software is a plus, but not required. Position is based at our Niagara Falls, NY office.

Daily Responsibilities include:

- Providing level 1 support by answering phone calls from customers regarding both technical and software application questions/problems.
- Troubleshooting application software problems
- Reading, understanding and updating user documentation and procedures
- Performing remote communication connections to customer networks
- Running software jobs to update elections data
- Coordinating support efforts with team members

Benefits include health care, flexible spending account, 401k plan, and life and disability insurance.

Send resume and salary requirements to: [support@ntsdata.com](mailto:support@ntsdata.com)

*NTS Data Services is an Equal Opportunity Employer*