Title: Imaginera Software Support Analyst

Department: Support--Industry Applications

Reports to: Chief Operating Officer

Job Summary:

- Provide virtual support to external customers via phone and email leveraging internal ticketing system
- Document, research, track and resolve customer software (Imaginera) issues in a timely manner
- Perform immediate analysis of customer problems and direct the implementation of corrective action to restore function
- Develop technical solutions related to software and setup errors and when needed create or assist in creating workaround procedures
- Monitor issues in a ticketing system and escalate urgent problems requiring more in-depth knowledge to appropriate internal resources according to established procedures
- Continually communicate issue resolution progress to customers and maintain favorable client relationships
- Monitor progress on problem resolution and initiate timely feedback to management and the customer
- Review customer requests, contact customers to clarify requests, and ensure that all necessary information is obtained

Essential Job Requirements:

Industry/Business Knowledge Requirements

- Demonstrated working knowledge of the Corrugated and/or Folding Carton Manufacturing Process
- Detailed knowledge of two or more key processes including but not limited to:
    - Estimating
    - Job Specifications
    - Customer Service/Order Entry/Purchase Order Entry
    - Job and Machine Scheduling
    - Inventory Management
        - Bar Coding Capture
        - Inventory Movement (Raw Materials to WIP to Finished Goods)
        - Inventory
        - Shipping and Receiving
- Comfortable with conversing about CAD, Machine Scheduling, Printing and Cutting Dies, EDI

Imaginera Knowledge Requirements

- In-depth knowledge of Imaginera Software
- Demonstrated use and knowledge of the following Imaginera software modules.
  - Quoting and Estimating
  - Purchasing
  - Order Entry
  - Job Costing
  - Inventory Management
  - Top Gun
  - Smart Plan
  - Quality
  - Invoicing and Sales Analysis

Technical Requirements

- Good technology familiarity
- Demonstrated ability to troubleshoot issues encountered and reproduce errors/issues
- Demonstrated ability to resolve issues with partial information
- Excellent problem solving skills and a talent for identifying creative solutions
- Strong technical aptitude to grasp software tools and other technologies.
- Demonstrated the ability to be a "power user" or "super user" where other users sought input and insight to technical or software issues.
- Solid verbal and written communication skills with a customer-centric attitude
- Fast learner with an ease for communicating via email, phone or in person and ability to multi-task effectively

Education and Experience

- 3 to 5 years of experience in the Corrugated Box and/or Folding Carton Industry
- 3 to 5 years of demonstrated experience using Imaginera Software
- Experience using help desk ticketing software a plus
- Querying tools such as SQLTalk and Report Writing a plus
- Strong organizational skills with the ability to multi-task
- Strong customer service skills with a professional and patient approach