

**Innovative Systems is currently seeking applicants for a Support Specialist to join our talented billing Customer Care team.**

**In this role, you will be providing exceptional service to our Billing clients.**

**When you are part of the Innovative Systems' eLation Customer Care team as a Support Specialist, you will:**

- Utilize the software ticketing system to efficiently manage and address daily client interactions.
- Conduct formalized training sessions to educate end users on effectively navigating the eLation Billing software.
- Contribute to and navigate the shared knowledge base to provide valuable resources for clients and coworkers.
- Identify and recreate software deficiencies to effectively test and report software bugs.
- Organize and deliver software-related presentations at our annual customer conference.

**What we are looking for in our ideal candidate:**

- Candidates must have excellent verbal and written communication skills, problem-solving skills, the ability to handle multiple items simultaneously, and pay attention to detail.
- Must be able to work independently as well as in a team environment.
- Preferred background includes a telecommunications degree and/or software support experience. Prior telecommunications experience with either Usage/CABS software, wireless knowledge or meter utilities experience is a plus.
- Must be self-motivated, adaptable to change, and proactive in problem-solving.

These skills would be helpful but are not required:

- Telecommunications industry experience.
- Bachelor's degree in business, computer science, or information technology.

**If you aren't excited to work for Innovative Systems yet, we want to tell you a little more about what we can offer to the right candidate:**

- Highly competitive wages
- Generous Paid time off
- 10 paid holidays
- 401(k) matching
- Company-paid family health insurance
- Company-contributions to HSA plan
- Company-paid employee Dental insurance
- Company-paid employee Vision insurance
- Company-paid life insurance
- Company-paid short- & long-term disability insurance

**If you are passionate about client support and eager to make an impact for a fast-moving company, we encourage you to apply for this exciting opportunity to join our team. Please submit your resume and cover letter outlining your qualifications and relevant experience. We look forward to hearing from you.**