

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

In this role, you'll help our clients get the most out of our eLation Billing software — solving problems, answering questions, and teaching them how to use our software effectively.

What you'll be doing day-to-day:

- Serve as the first point of contact for incoming support requests via phone and ticketing system
- Troubleshoot and resolve common technical issues, including software installation
- Provide clear, step-by-step guidance to users of varying technical skill levels
- Answering client questions and solving problems through our online support system, keeping track of multiple requests at once
- Teaching clients how to use our billing software through hands-on training sessions
- Helping build and maintain our internal help guides, so clients and coworkers can find answers quickly
- Testing reported problems, figuring out what's causing them, and clearly documenting bugs so our development team can fix them
- Preparing and presenting at our annual customer conference

What we're looking for:

- Strong writing and speaking skills — you'll be explaining technical topics to people who may not have a technical background
- Comfortable managing multiple tasks or requests at once without losing track of details
- A self-starter who can work independently, but also works well with a team
- Adaptable and proactive when solving new or unfamiliar problems

Helpful but not required:

- Experience in telecommunications, especially with billing software, wireless systems, or utility metering
- Background in customer or software support
- Bachelor's degree in business, computer science, or information technology

What we offer:

- Highly competitive wages
- Generous paid time off, plus 10 paid holidays
- 401(k) matching
- Company-paid family health insurance
- Company contributions to your HSA
- Company-paid dental, vision, and life insurance
- Company-paid short- and 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.