



## **CUSTOMER SUPPORT SYSTEMS ADMINISTRATOR**

Acadience Learning is looking for a Customer Support Systems Administrator to join our team. We are an educational company located in Eugene, OR. Our mission is to improve outcomes for children and support school success by developing and conducting research on practical, innovative, and powerful assessment and curricular tools that can be used to promote educational success for students, educators, and school systems ([www.acadiencelearning.org](http://www.acadiencelearning.org)). We are a growing firm that offers competitive wages, as well as health care benefits, holidays, vacations, and a friendly work environment.

The Customer Support Systems Administrator position is a full-time position which may be done remotely or in our office in Eugene, OR. Work hours will be determined based upon location and company needs. Acadience Learning's normal business hours are Monday - Friday from 8am to 5pm Pacific Time.

### **POSITION SUMMARY**

The Customer Support Systems Administrator is responsible for overseeing and implementing the integration and maintenance of customer support software, tools, technologies and workflows that lead to customer success. The Customer Support Systems Administrator is also responsible for supporting various customer support related tasks and other tasks in support of agency goals.

### **ROLES AND RESPONSIBILITIES**

- Oversee and implement the set-up, integration and maintenance of customer support tools and technologies (e.g. ZenDesk, SharpSpring, WordPress, Zoom, Zapier, Kajabi, monday.com)
- Create and maintain workflows in customer support services and technologies
- Coordinate communication with customers through support services in conjunction with the Operations Manager and Lead Customer Support Specialist
- Assist in creating and maintaining a customer support knowledge base
- Help support customers via email, phone, chat, etc.
- Research and utilize customer analytics to modify and improve systems of support
- Assist incoming customer support team members in the use of technology tools specific to this team's work tasks (e.g., ZenDesk, Zoom, G Suite, monday.com, WordPress, CRM)
- Help with other agency tasks as needed

### **QUALIFICATIONS AND REQUIREMENTS**

- Bachelor's degree or an equivalent combination of coursework and/or experience working with customer support systems

- Experience working in a CRM system (e.g., SharpSpring, Salesforce, monday.com), and other customer support tools and technologies
- Experience designing and/or implementing an inbound customer support system (e.g., ZenDesk)
- Strong verbal and written communication skills
- Knowledge of G Suite applications
- Ability to work independently and as a member of a team

#### **PREFERRED QUALIFICATIONS**

- Experience in an IT/Help Desk Support environment
- Knowledge of educational assessments in reading and mathematics, specifically experience with Acadience assessments.

If you are interested in applying, please submit your resume and cover letter [here](#). Applications received without a cover letter will not be considered.

Acadience Learning is an equal opportunity/affirmative action employer and encourages applications from minorities and persons with disabilities.