

Join a **small** but dynamic technology company where you can make a **big** difference. Due to continued growth, a new position has recently been added. If you join our team, you will immediately be engaged with customers and in-house team members to help non-profit organizations succeed using our technology. Your input will be sought regularly, valued and will influence our products and processes.

We **highly** respect each individual team member and encourage a healthy work-family-self life balance. Our clients are also highly regarded and often considered 'good friends' - and you will get to know most of them on a first name basis, as a trusted technical advisor.

We are presently seeking a sharp new team member who has excellent problem solving skills, can quickly master our proprietary software products, is patient, easily understood on the phone and who enjoys providing end user product support. Other responsibilities include:

- working with the software development team to provide design feedback and product testing
- identifying software issues and providing steps-to-reproduce feedback to the in-house software team
- assisting with database conversions and setting up new accounts
- assisting with setting up online conferences and membership applications
- assisting with transferring or setting up website content for new websites that we construct

The ideal candidate already has experience with our flagship product: WebSuite2 and has worked in the administrative offices of an association or association management company.

About Us

Founded in 1990, TCS Software creates, markets and supports software used by 180+ non-profit professional and trade associations across the United States. Our all-in-one, web-based system provides everything necessary to manage an association's website, membership database, event registrations, continuing education for professional societies, dues billing, e-bulletin communications - and much more.

Find out more about us online at: www.AssociationSoftware.com

Qualifications

- is an excellent puzzle/problem solver
- is comfortable with fundamental accounting concepts when providing support
- has excellent communication and customer service skills
- is able to replicate, troubleshoot and communicate software errors to the development team
- has the self discipline to establish goals and complete tasks with minimal supervision
- a background in the non-profit sector or familiarity with our products is a plus

Position Summary

- Provides end-user support and training for our applications via phone or remote access from our office
- Communicates client requests to the in-house development team
- Participates in the software design and testing processes
- Must be able to work until 5:30p to serve West Coast clients
- Friendly working environment
- Overtime never required
- Compensation: Commensurate with experience

Please provide resume and cover letter to jobs@TCSsoftware.com.

No head hunters or drop-ins please.