Technical Support/Customer Service/Project Manager – Kelly Registration Systems (KRS)

- Candidate will work from our offices in Covington, GA
- While not a requirement, candidates who are available to respond to emails after hours are preferred

ESSENTIAL FUNCTIONS, DUTIES & RESPONSIBILITIES

- Develop a deep understanding of the existing business processes and cross-department interactions.
- Maintain relationships with state clients.
- Support and maintain software that includes a Regulatory Licensing Management system, a multi-state pesticide registration program, and other products and services offered by KRS.

Time will be allocated as follows:
- Provide help-desk/call-center support. Duties involve answering phone calls and emails from end-users of our websites, providing resolutions where possible, raising awareness of critical items and regular repeat incidents, while working with account managers and in-house developers to find solutions, documenting issues and resolution. (15% of time)
- Assist in maintaining accounts with existing clients. Account maintenance duties involve answering phone calls and emails from clients of our software programs, providing resolutions and training where possible, raising awareness of critical items and regular repeat incidents while working with account managers and developers to find solutions, submitting audit reports, updating required documents and forms. (50% of time)
- Ensure the end-users and clients are kept fully up-to-date on outstanding issues. (10% of time)
- Test software and troubleshoot websites for functional and technical errors. (10% of time)
- Perform some repetitive processes that require acute attention to detail and involve monetary transactions. (10% of time)
- Other duties as assigned. (5% of time)

KNOWLEDGE, SKILLS & ABILITIES

- Bachelor's Degree in business, information technology, agriculture, or related field
- 1 to 2 years related experience with state government processes and procedures (optional)
- Familiarity with general database concepts
- Experience with agribusiness (optional)
- Strong interpersonal skills, with ability to transfer information with clarity and concision to others in verbal and non-verbal forms
- Demonstrated critical thinking and problem-solving skills to recognize, evaluate, and brainstorm solutions to encountered issues
- Ability to explain in a coherent and courteous manner, the effects of technology to a non-technical person
- Ability to execute duties and responsibilities in an organized and effective manner
- Ability to work collaboratively with other team members (some in remote locations), but without direct supervision
- High level of proficiency with MS Office suite, especially MS Word, Excel and Access
- Must possess a positive, can-do attitude, while looking for ways to provide creative solutions to problems