**Job description**

Customer Support Specialist (Jonestown, TX)  
19621 FM 1431, Suite 402 Jonestown, TX 78645

*a-tune software Inc.* provides data and compliance management for research and development facilities through software, services and applications. Please visit http://www.a-tune.com for more information.

Position Overview  
The Customer Support Specialist support the needs of a-tune’s global clients utilizing our tick@lab product. Their primary responsibility is troubleshooting issues submitted by our clients. They work directly with a client through a web-based portal providing assistance to the tick@lab software suite. This is a full-time position working in our office in Jonestown, TX. Travel domestically and internationally is also required.

Candidates should possess strong multitasking skills and be able to work on several projects simultaneously.

**Key Responsibilities**  
Provide world class customer service for our international client base

Management of client issues; including prioritization and escalation; ownership of communication from start to resolution

Maintain well organized and detailed records of client interactions and solutions on issues

Communicate and coordinate with internal departments as needed on issues

Collect and share customer feedback and data for product improvement

Conduct independent study to expand knowledge of the business scope of the software

Provide Technical training for client as needed

As required, attend remote and onsite meetings with a customer

**Qualifications**  
1-3 years proven success working directly with customers within a technology SaaS company

Preferred Bachelor's degree; bonus if degree is in Biology

Preferred knowledge of animal research, bonus if you have worked in a lab

Strong technical aptitude and excellent communication skills, both verbal and written

Strong analytical and problem-solving skills

Excellent time management skills, a strong sense of urgency and flexibility to handle critical cases

Strong organizational skills and high attention to detail  
Ability to learn quickly with little direction or oversight  
Ability / Willingness to travel up to 20% of the time

This position requires the employee be able to qualify for credit card for travel requirements.

We are not offering relocation or sponsorship.

Benefits

a-tune offers competitive benefits including health insurance with a Health Reimbursement Assistance on high deductible plan, dental, vision, Life, long-term and short-term disability, Optional 401K plan with matching, paid holidays and competitive vacation time.

It is the policy of a-tune software Inc. to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, a-tune software Inc. will provide reasonable accommodations for qualified individuals with disabilities.

Job Type: Full-time

Pay: $45,000 - $55,000 per year