



Title: Customer Support Analyst

Reports to: Director, Software Development

Status: Full Time

Position

Angoss is looking for a strong Customer Support Analyst to be responsible for all tier 1 support of our analytics software package KnowledgeSTUDIO. You will be the first point of contact for customers calling or e-mailing for support of our software. You will assist them with installation, licensing, usage, feature requests and bug reports. While you are the first person a customer will speak to, you'll have a team of people behind you to help out with technical issues, and answer any questions you have.

To be successful in this role you'll need to be smart, detail oriented, have a genuine desire to help people with their issues and see them through to resolution.

The inbound customer support activities will typically account for 40% of your time. The rest of your day will be spent working with the rest of the R&D and Solutions teams on various projects. These can include, but are not limited to: Development, Quality Assurance, Build & Configuration Management, Data Mining and Data Preparation for client solutions. Depending on your skills and interest you will be placed on many different types of projects.

This is an entry level position with lots of room to grow and learn from a team of seasoned experts in all areas. Previous Customer Support Analysts have transitioned into database development, product management and data mining consultant roles.

Responsibilities

- Perform Tier 1 customer support. You will answer all inbound calls and e-mails from customers who are using our analytics software packages, and work with them to ensure they are successful.
- Participate in the quality assurance process for our software. This will include manual testing, but also allow you to learn many new tools and technologies that our software integrates with
- Assist with license management activities including tracking of SKUs for different product offerings, and adding/updating the product catalog if new products are added.

Skills

- Undergraduate degree in Computer Science, Math, or Statistics
- Flawless communication skills
- Strong base technology skills in Windows and preferably at least one flavor of Unix/Linux
- Familiarity with Statistics or Predictive Analytics and Data Mining packages like SAS, SPSS, R, KXEN, Statistica, etc. an asset
- Database and Software Development experience is a plus, particularly on our main development platforms: SQL Server, C#, C++. If you haven't worked with these before, no problem, we'll train you.

Applications

Applicants should apply by submitting the following to careers@angoss.com. In the "Subject" field specify "Angoss Careers: Customer Support Analyst"

- Cover Letter
- Resume

References

Applicants will be expected to provide suitable references from current or former employers upon request.

About Angoss Software

As a global leader in predictive analytics, Angoss helps businesses increase sales and profitability, and reduce risk. Angoss helps businesses discover valuable insight and intelligence from their data while providing clear and detailed recommendations on the best and most profitable opportunities to pursue to improve sales, marketing and risk performance.

Our suite of desktop, client-server and in-database software products and Software-as-a-Service solutions make predictive analytics accessible and easy to use for technical and business users. Many of the world's leading organizations use Angoss software products and solutions to grow revenue, increase sales productivity and improve marketing effectiveness while reducing risk and cost.

Corporate Headquarters

111 George Street, Suite 200
Toronto, Ontario M5A 2N4
Canada
Tel: 416-593-1122
Fax: 416-593-5077

European Headquarters

Surrey Technology Centre
40 Occam Road
The Surrey Research Park
Guildford, Surrey GU2 7YG
Tel: +44 (0) 1483-452-303
Fax: +44 (0) 1483-453-303

www.angoss.com