

<b>Location: Atlas Systems office in Virginia Beach, VA</b>		
<b>Job title: Customer Service Agent</b>		<b>Pay grade: 4</b>
<b>Reports to: Genie Powell</b>		<b>Title: Chief Customer Officer</b>
<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time Maximum Hours _____ Overtime allowed _____ <input type="checkbox"/> Intern	<b>Level/Grade:</b> <input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Classified	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt
<b>Overview of Position</b> <p>A customer service agent contributes to Atlas Systems' success by providing exceptional and responsive customer service and technical support to customers on all Atlas products. Occasionally this position provides onsite or online consultation for Atlas products, including staff training. Atlas expects all staff to perform in a professional, courteous and cooperative manner while assuring complete customer satisfaction with Atlas services.</p>		
<b>Primary Tasks</b> <ul style="list-style-type: none"> <li>• Acts as a liaison and problem solver for assigned licensees for all Atlas products, coordinating with documentation, marketing and development staff as needed.</li> <li>• Provides technical support on all Atlas products, including phone and email support and tracking within the Atlas Service Tracker software.</li> <li>• Coordinates the implementation of assigned licensees for all Atlas products, noting milestones and processing feedback from licensees.</li> <li>• Provides onsite and/or online consultation for all Atlas products, including server installations/migrations, customizations and workflow analysis.</li> <li>• Provides assistance with custom services for all Atlas licensees as needed.</li> <li>• Provides assistance with software documentation and testing as needed.</li> </ul>		
<b>Occasional Tasks</b> <ul style="list-style-type: none"> <li>• Provides onsite and/or online training as needed.</li> <li>• As part of the on-call rotation with other support staff, maintains hosted servers uptime, including evenings and weekends.</li> <li>• Other duties as assigned.</li> </ul>		
<b>Required Skills, Experience and Education</b> <ul style="list-style-type: none"> <li>• Two or more years' experience with computer software configuration including Microsoft Windows operating systems and Microsoft Office applications</li> <li>• Understanding of basic computer hardware operations, including networking</li> <li>• Experience in teaching, support or customer interaction situations</li> <li>• Bachelors degree or comparable work experience</li> </ul>		
<b>Preferred Skills, Experience and Education</b> <ul style="list-style-type: none"> <li>• Knowledge of database applications, specifically Microsoft SQL Server</li> <li>• Experience with library software and operations, particularly ILL, reserves, special collections and archives</li> <li>• Masters degree in Library Science and/or Information Systems</li> </ul>		
<b>Special Job Requirements</b> <ul style="list-style-type: none"> <li>• Position requires occasional overnight travel</li> </ul>		