

## Technical Support Professional

### Overview:

The role of the Technical Support Engineer is to provide a superior level of support to both customers and employees revolving around our suite of analytical products. This role would involve heavy interaction with both our client services and development team to ensure quality service to our clients. In addition, this role must be competent in Microsoft Windows software installation, be familiar with WebEx and Salesforce.com and have excellent telephone support skills. Communication via email should be kept to a minimum unless clients specify this type of communication or if there are time constraints due to customer location.

### Requirements/Experience:

- 3 -5 years in a technical support role within a Windows software environment
- Strong experience supporting various Office applications and versions
- Broad-based knowledge with varied platforms from a support perspective
- Solid SQL skills
- Oracle EBS development/support
- Accounting background and/or good knowledge of accounting principles preferred
- 4 year degree or equivalent work experience
- Exceptional oral and written communications skills
- Enthusiastic and self-motivated attitude
- Flexible as to some travel and comfortable working with a variety of clients
- Familiar with WebEx and Salesforce.com

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### About Global Software, Inc.

Global Software, Inc. is the No.1 worldwide provider of Microsoft® Excel-based reporting and automation solutions to ERP systems including SAP®, Oracle®, JD Edwards®, among others. Global's tools enable spreadsheet users to gain live access to ERP data within Excel for secure financial and operational reporting, budgeting, and automated report delivery. The Reporting Suite is comprised of the flagship Spreadsheet Server, Distribution Manager, and Enterprise Budgeting. Founded in 1973, Global's tools are used in 50+ countries, and support over 5,000 customers and 500,000+ users with a 24/7/365 services and support infrastructure. In addition, Global's worldwide partner channel is comprised of over 120 member companies.