



Creative Microsystems, Inc.

JOB DESCRIPTION

**Authority BIS Client
Support Representative
(CSR)**

GROUP: **Customer Service**
REPORTS TO: **Manager Customer Service**
DATE: **November 23, 2011**

I. GENERAL DESCRIPTION:

This position provides training, installation assistance, ongoing support, project management, consulting and documentation for Creative Microsystems Inc., financial software applications which are directed to the CMI governmental financial market. It involves direct interaction with CMI clients using CMI applications, our software development staff, various project development groups and provides backup services to other software support Teams. This position requires the ability to motivate, instruct and assist client personnel who will use our software applications. Strong analytical skills, personal initiative, self-motivation, strong communication skills, and experience in supporting software applications, group training, computer equipment and various databases are important. Knowledge of computer operating systems, networking, computer server operating systems, financial software applications, Decision Support Systems, OLAP, and multi-dimensional data is required.

II. GENERAL DESCRIPTION OF PRIMARY DUTIES:

A. APPLICATION SOFTWARE SUPPORT

This function includes the evaluation, identification and resolution of reported problems which may be the result of user error, lack of adequate knowledge of our products, software design, program structure or flow or new requirements not identified and addressed in the current version of the software. This function requires significant interaction with CMI clients and the development support staff, when necessary. This function also includes the ability to perform analysis and data modeling for the creation of multi-dimensional cubes. The specific job actions include:

- Problem review and evaluation
- Consultation with software development staff
- Consultation with the original software developer
- Consultation with the problem originator

- Software testing and analysis
- Problem resolution which may include:
 - Detailed problem write-ups
 - Problem research and testing
 - Implementation of software patches
 - Software documentation drafts and updates
- Problem follow-up and close-out
- Creation and setup of business data models

B. APPLICATION SOFTWARE RELEASES

This function involves collection, evaluation, installation, documentation and management of the software update and upgrade process associated with assigned software applications. Specific job actions include:

- Collection, review and evaluation of update/upgrade requests
- Testing and documentation of drafts of update/upgrade components
- Installation of client updates/upgrades via modem
- Management of the update/upgrade items
 - Logging update/upgrade items
 - Logging implementations
 - Resolving installation problems

C. SOFTWARE SUPPORT

This function includes the training, installation, documentation and ongoing support of assigned software applications and their related functions, routines, modules and applications as assigned. Specific job actions include:

- User training
- Product installation and setup
- Ongoing product support, consisting of:
 - Research and evaluation of reported needs and problems
 - Problem follow-up and resolution
- Product improvement, consisting of:
 - Input into software design
 - Product testing
 - Product documentation drafts
- Product presentation to prospective clients

III. GENERAL DESCRIPTION OF SECONDARY DUTIES:

A. SUPPORT STAFF BACKUP

This function involves serving as a backup to other Software Support Groups. Activities may include:

- Client problem call taking
- Client problem review and research
- Client problem resolution

B. STAFF TRAINING

This function involves participation in in-house training of CMI personnel regarding specific CMI software and hardware products.

C. SPECIAL PROJECTS

This activity involves participation in various special research and development projects. Activities may include:

- Project needs analysis
- Research and evaluation of hardware and software products
- Assistance in project software design and testing
- Assistance in preparing project documentation
- Assistance in project marketing presentation and training