

FULL-TIME SENIOR SYSTEM SUPPORT ASSOCIATE

POSITION SUMMARY

The Senior System Support Associate delivers high-quality client support, ensures data accuracy, and maintains account integrity. This role serves as a subject matter expert, resolving complex and escalated issues, performing root cause analysis, and driving process improvements. The position requires strong analytical skills, attention to detail, and the ability to work independently while collaborating across departments.

KEY RESPONSIBILITIES

- Review, process, and respond to client support requests within established service level agreements (48 business hours)
- Handle complex and escalated client issues with accuracy and professionalism
- Accurately enter, update, reconcile, and maintain client data across multiple systems
- Perform routine quality control checks to ensure data and account integrity
- Proficiency in Microsoft Office (especially Excel) to create and maintain reports and spreadsheets
- Demonstrate advanced troubleshooting skills and perform root cause analysis to resolve and prevent issues
- Serve as a subject matter expert on systems, workflows, and best practices
- Facilitate and lead discussions in cross-departmental settings and meetings
- Mentor and support junior team members, reinforcing departmental standards
- Identify and implement process improvements to enhance efficiency and service delivery
- Manage and oversee projects to ensure timely, accurate completion
- Complete required training and maintain proficiency in systems, tools, and processes
- Perform other duties as assigned

PERFORMANCE EXPECTATIONS

- Meet or exceed established service level agreements, productivity, and quality standards
- Maintain high levels of accuracy, attention to detail, and adherence to departmental policies and procedures
- Maintain confidentiality of client and company information and comply with all data security policies
- Exercise independent judgment within established guidelines and escalate issues as appropriate
- This position is classified as exempt under applicable laws
- This job description does not constitute a contract of employment; employment is at-will
- Responsibilities and duties may be modified at any time based on business needs

QUALIFICATIONS

- Strong written and verbal communication skills
- Advanced problem-solving and analytical abilities
- High attention to detail and organizational skills
- Proficiency in Microsoft Office Suite, especially Excel
- Experience working with multiple systems and databases
- Ability to work independently and manage multiple priorities

JOIN OUR TEAM

