

SYSTEM SUPPORT ASSOCIATE

POSITION SUMMARY

The System Support Associate is responsible for delivering timely, professional, and customer-focused support while maintaining data accuracy and account integrity. This position serves as a point of contact for clients, responding to inquiries through email, phone, and support platforms, and ensuring inquiries are addressed efficiently and effectively.

KEY RESPONSIBILITIES

- Review, process, and respond to client support requests within established service level agreements (24 to 48 business hours)
- Accurately enter, update, reconcile, and maintain client data across multiple systems
- Perform routine quality control checks to ensure data and account integrity
- Complete required training and maintain proficiency in systems, tools, and processes
- Proficiency in Microsoft Office (especially Excel) to create and maintain reports and spreadsheets
- Exercise independent judgment within established guidelines and escalate issues as appropriate
- Possess strong problem solving and analytical skills
- High attention to detail and organizational skills
- Strong written and verbal communication skills
- 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

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