



## Job Description

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**Job Title:** Application Support Specialist

**Department:** Engineering, Systems, and IT

**Reports To:** Business Analyst

**Location:** Princeton, NJ or Remote

**Schedule:** 9:00 a.m. to 5:00 p.m., ET/CT time zones

**Travel:** 0-10%

### **Purpose:**

The Systems and IT team is responsible for all support aspects for our internal applications and software systems to manage our organization. The Application Support Specialist's role is to provide Tier One support to the organization and ensure the stability, integrity, and efficient operation of IT systems in support of the core organizational functions.

### **Essential Duties & Responsibilities:**

- Provide tier-one support of internal applications and services for employees through a ticket management system.
- Be accountable for meeting our team's Service Level Agreements for first response and resolution time for support tickets.
- Triage issues to determine priorities based on impact, cause, and resolution path.
- Maintain documentation of support tasks in internal knowledgebase.
- Provide training on tools and applications to employees when needed.
- Escalate and resolve issues with software vendors as needed.

### **Education/Experience:**

- Bachelor's or Associate's degree in a technical discipline, preferred.
- Certifications in technology or customer service-related fields are a plus.
- 0 to 2 years of experience in a customer service role.

### **Knowledge, Skills & Abilities:**

We are looking for a self-motivated individual with strong customer service skills, excellent verbal and written communication skills, and desire to continually expand their knowledge.

- Experience working in a customer service/support environment and understanding of ticketing systems, Service Level Agreements, and responsiveness to customer.
- Hands on experience in troubleshooting issues with web-based and Windows-based applications.
- Proficiency in Microsoft Office products.
- Familiarity with Customer Relationship Management software systems.
- Familiarity with Office 365 administration is a plus.
- Understanding of relational database management systems and ability to query databases with SQL is a plus.

cont.



## Job Description (cont.)

### **Work Environment & Physical Demands:**

In Office: Work environment is that of a typical office environment. Noise level is low to moderate.

Remote: Incumbent works from home and is expected to maintain a safe, productive work environment with secure internet access.

Must be able to operate a computer with or without a reasonable accommodation.

### **Travel:**

May work remotely from home. Travel to the Princeton, NJ office may be required on occasion, up to 1-4 times per year. (On hold due to COVID-19)

### **Accommodations:**

To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or ability abilities and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Last Updated:** 8/18/21