

Technical Support Lead

About inTEAM

[inTEAM](#) has a 50-year legacy of assisting K-12 school nutrition departments with operational expertise, training, and technology. In recent years we have continued to innovate by incorporating best practices into "menu centric" digital technologies to help operators perform everyday tasks. As a leading innovator within the child nutrition segment, inTEAM's software solutions have transformed the way schools approach menu planning, making critical product data available in real time during the menu planning process.

inTEAM's next challenge is to address the missing link of supply chain data, where operators have struggled for years building and maintaining integrated supply chain technology. The K-12 Data Sharing & Analytics Initiative was launched five years ago at an industry-wide summit to address the technology challenge. Led by inTEAM, the result has been the creation of the GDSN Connect Database, a single K-12 focused product database with essential data for over 185,000 unique products from hundreds of K-12 food and non-food brands. Using standardized data resource as a core, stakeholders can build, share, and analyze quality data within school districts and across peer defined districts statewide and nationally. The GDSN Connect Database supplements product data from [GS1](#) with information from other "silo" databases such as USDA Food Data Central and Food Buying Guide to provide a comprehensive standardized product database for use throughout K-12.

Position Summary

The Technical Support Lead is responsible for the monitoring the day-to-day operation of inTEAM's software support apparatus and the point of point of contact for business customers accessing technical support with hardware and software questions. inTEAM's comprehensive software suite includes a) CNCentral back-of-the-house application for planning menus, tracking production records, and managing inventory, b) GDSN Connect to search GDSN for food products and prepare for administrative reviews, c) Choosi mobile apps for students and parents to pre-order school meals and view menus online, and d) eLearning for school staff to maintain their professional standards. This is a REMOTE Position.

Key Responsibilities

- Gather and document all information pertaining to a customer issue into a case ticket, respond to new cases within established timeframes, manage caseload and provide updates to customers with open cases, effectively troubleshoot assigned cases and identify and prioritize those that need escalation.
- Lead Level 1 Customer Support staff, ensuring continuous learning and competency. Assist other team members with training, content development, conducting demos and general assistance as requested.
- Analyze situations and determine the resources needed to solve them, sometimes making decisions quickly, with limited information. Identify opportunities for operational improvements and implement solutions.
- Regularly analyze and review reports to determine if problems are imminent and recommend solutions before they occur.
- Assist with updating and maintaining the help desk knowledge base, including User Guides, Help Desk Articles, Videos and other effective means of maintaining documentation and training.
- Follow up with customers to gauge their satisfaction with problem resolution; identify tech support problem areas (i.e., negative trends) and, if warranted, recommend corrective actions.
- Assist with software development activities including testing/QA, documentation and debugging.

Knowledge & Skill Requirements

- 3-4 years of experience providing customer technical support. Experience using automated help desk software and knowledge database, Zendesk preferred.
- Experience in the K-12 school foodservice market highly desired. Ability to develop proficiency in the use of USDA regulated school food service software.

- Able to work patiently with end-users of both a technical and non-technical background. Ability to negotiate alternatives, know when to escalate a problem, or when to ask for assistance in dealing with the various problems reported.
- Strong communications skills, both verbal and written. Must communicate effectively and establish customer rapport quickly while complying with established support processes and procedures.
- Produce high quality, detailed work with precise, consistent work output requiring patience and a willingness to handle a high degree of complexity.
- Working knowledge and ability to create basic/standard queries; as well as the ability to access a pre-written library of more complex queries and accurately adapt them to the specific situation or need at hand.
- Self-starter; highly organized with effective time management skills and the ability to work efficiently with minimal supervision.
- Proficient knowledge of Microsoft Office suite (Outlook, Word, Excel, Power Point) and experience with CRM software.

The position is home-based. inTEAM Associates is an Equal Opportunity Employer offering challenging opportunities for growth, a competitive salary and a comprehensive benefits package, including medical, dental and 401k benefits. Apply at info@e-inteam.com. Include a resume and salary requirements. Please visit our Web site at www.e-inteam.com for additional information about the company. No phone calls accepted.