Software Systems Specialist

PEB XLDent is seeking a full time Software Systems Specialist. This position will perform a variety of software support in a help desk environment. Qualified candidates will be detail oriented and have at least a 2 year technical degree or equivalent experience in customer support.   Please send resume to hr@xldent.com.

Essential Duties & Responsibilities:

- Acquire and maintain expert use and support knowledge of all XLDent suite software applications and other supported applications.
- Troubleshoot a variety of systems over the phone via remote networking.
- Ability to learn new processes and technologies quickly.
- Capacity to work well under pressure.
- Acquire and maintain working knowledge of all related systems and hardware.
- Acquire and maintain working knowledge of XLDent's Implementation Model.
- Provide ongoing technical software support services to clients with consistent quality in a timely manner.
- Post installation follow-up with client.
- Promote and sell XLDent products and services to clients.
- Complete data file conversions as assigned.
- Suggest and document program enhancements as seen from a support viewpoint as well as seen from a client/user viewpoint.
- Attend periodic user group meetings/conventions/conferences as assigned.