

Customer Success Engineer

Metafile is currently looking for highly motivated individuals to join our Customer Success Team. Our software is used worldwide to enhance and streamline Accounts Payable automation. The Customer Success Team work directly with clients to make our software as powerful as possible. This position requires highly skilled troubleshooting, strong written and verbal communication skills, demonstrated ability to work both independently and in collaboration with others, work experience with enterprise-level software, and proficiency with Microsoft platforms, including Microsoft SQL Server and IIS. Knowledge of accounting concepts is extremely helpful. The Customer Success Team solves complex issues with an energetic team approach that encourages ongoing peer-to-peer collaboration.

Skills Desired:

- Formal training in Microsoft platforms, including Microsoft SQL Server, IIS, Active Directory, and Windows Operating Systems
- Experience supporting enterprise-level software and working with end-users of varying technical levels
- Experience or training with databases, preferably Microsoft SQL Server
- Hands-on experience working with software and users
- Excellent verbal, written communication skills, and interpersonal skills
- Excellent time management and accountability
- Ability to work independently, creatively, and dynamically in different situations
- Ability work in high pressure situations

Primary Responsibilities:

- Represent Metafile with exceptional professionalism in both written and verbal communication with customers
- Provide technical services for our customers via phone, VPN or web-based collaboration tools
- Act as the primary resource to troubleshoot and resolve customer-initiated cases
- Identify problems and provide resolutions in a timely manner
- Update open customer tickets and project work accurately and expeditiously
- Continually improve and expand technical skills and knowledge necessary to perform the assigned work
- Collaborate with other teams, as needed
- Participate in customer training and in creating customer facing documentation

Qualified Candidates Should Send Resume & Cover Letter To:

Metafile Information Systems, Inc.
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