



**United Way  
of Greater Rochester  
and the Finger Lakes**

## **UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES CAREER OPPORTUNITY**

### **Product Support Specialist**

#### **SUMMARY**

This role provides analytical, technical, and administrative support services for MyWayfinder, a unified information platform that enables improved service delivery, and improved decision-making and ensures data security and privacy of individuals' personal information.

The Product Support Specialist is responsible for the day-to-day operations of MyWayfinder's Service Desk which provides Tier I and II customer service and technical support for MyWayfinder users. The Product Support Specialist uses their customer service skills and product knowledge to diagnose and resolve reported problems and incidents. They work with the system vendor, the internal Team, and external end users to understand feedback and troubleshoot system issues. They also participate in processes related to MyWayfinder use including onboarding, system testing, and upgrades.

#### **Responsibilities:**

- Provide backup support to System Administrator
- Planning and analysis of work processes
- Researching and reporting trends and patterns of problems
- Developing application support materials
- Providing system support training (ad hoc and facilitated sessions)
- Support the growth and evolution of outsourced Tier I customer service and technical support
- Consulting with users to identify needs and requirements
- Supporting feasibility studies and trade-off analyses
- Informing business cases
- Performing backup and recovery operations
- Ensuring the rigorous application of information security/information assurance policies, principles, and practices.

#### **Duties:**

- Provide Tier I and Tier II customer service and technical support to end-users for MyWayfinder
- Diagnose, research, and resolve routine end-user issues in a timely manner through established protocols and troubleshooting; escalate as necessary
- Provide guidance and explain policies and procedures to end-users
- Communicate and translate technical information to non-technical end-users; maintain communication and monitor incidents through resolution
- Regression test software in accordance with standard procedures
- Revise regression testing procedures as needed
- Assist users in obtaining access to MyWayfinder
- Utilize and maintain knowledge bases, white papers, FAQs, and vendor documentation
- Contribute to documentation of incidents, internal processes and procedures, maintenance of equipment, and training manuals

- Assist with preventative maintenance within specified guidelines and procedures
- May review and evaluate new computer hardware and software products
- Participate on committees, projects, Organization-wide teams
- Other duties and responsibilities as assigned

**EDUCATION/EXPERIENCE/SKILLS AND COMPETENCIES REQUIRED:**

- 3-5 years of relevant professional experience preferred
- Service-oriented focus and ability to work as part of a fast-paced, high-performance team
- Strong verbal and written communication skills as well as interpersonal skills
- Ability to handle multiple assignments, prioritize tasks, and meet demanding deadlines
- Demonstrated ability to solve problems thoroughly and accurately
- Ability to organize information, conduct research, and clearly communicate results
- Self-motivated, takes initiative and has the ability to work independently, without direct supervision.
- High passion and comfort level with software and technology in general.
- Excellent decision-making, analytical, and customer service skills.
- Highly skilled in triaging customer requests

**SOFTWARE KNOWLEDGE REQUIRED:**

- Cloud infrastructure
- Applications: OneDrive, Microsoft Outlook, Office 365, Adobe
- Operating Systems: Microsoft
- Ticketing Systems: Jira, Jira Service Desk
- Messengers: Slack, Microsoft Teams

**SOFTWARE KNOWLEDGE DESIRED:**

- Applications: Confluence, Asana, Power BI
- Operating Systems: LINUX, Kubernetes
- Languages/Frameworks: Python, JavaScript, ReactJS, SQL, and SQL IDE tools like DBeaver
- Version Control: Git
- Automated Testing Systems: Cypress, Jest
- Remote Software

**FLSA CLASSIFICATION:** EXEMPT

**REPORTS TO:** Sr. Project Manager

**SUPERVISORY RESPONSIBILITY:** None

**TRAVEL:** Some local travel may be required

**HOW TO APPLY**

A great place to work begins with its **PEOPLE!**

Driven by our mission and a shared set of values, our team of more than 90 talented professionals are dedicated to doing meaningful work in the community.

We believe that diversity of staff and volunteers strengthens United Way of Greater Rochester and the Finger Lakes ability to achieve its mission, vision, philosophy, and values. United Way (UW) is committed to

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having a workforce and volunteer teams that promote equity, and that reflect and celebrate the diversity of our community in all respects.

Come and join the Team! United Way employees enjoy a competitive benefits package including paid time off, health insurance options with a generous employer contribution, flexible and hybrid work schedules, retirement benefits with above standard employer contribution, a 37.5-hour work week, and more. We're looking for people who are self-starters; excel in a collaborative team environment; have a passion for making a difference; and are natural relationship builders with proven success on make lasting connections.

Interested candidates may [CLICK HERE](#) to apply.

#### **MISSION**

Our mission is to unite the goodwill and resources of our community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities, and individuals to make this region stronger and more vibrant together.

#### **VALUES**

Our core values define who we are and how we serve our community. United Way's values are **I-ACT: integrity, action, caring, and teamwork**. Way strives to ensure employees and external partners feel valued, connected, and empowered.

This job description lists only the responsibilities and qualifications deemed essential to the position in support of the ADA. Reasonable accommodations may be provided to enable individuals with disabilities to perform essential functions. United Way of Greater Rochester and the Finger Lakes is an Equal Opportunity Employer. This policy prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, gender expression, disability, genetic predisposition, veteran status, or status as a member of any other protected group or activity.