



CRI Solutions is looking for a dynamic **Client Service Specialist** (Software) who is committed to delivering the highest quality service to our clients. CRI Solutions is an industry leader in supplying custom software and related products to credit unions and banks nationwide. With a 30-year history of excellence we are looking for someone who is as dedicated to success as we are.

The Client Service Specialist will review, analyze, and modify programming systems including encoding, testing, debugging and installing to support our proprietary software products. Provide frequent communication (phone and/or e-mail) with the client regarding the status of outstanding support requests. Identifies, researches, and resolves technical problems. May periodically go to client sites to perform software modifications and provide client support.

Requirements

If you have the following we are looking for you

- Strong PC skills and experience in several PC applications .
- Familiarity with databases.
- Prior Helpdesk Experience
- Strong ability to absorb technical information and apply it to business solutions.
- The ability to build and establish highly satisfied client relationships.
- Excellent logical problem solving skills
- The ability to set priorities and manage client expectations.
- The ability to work both as part of a team and independently.

We Prefer :

- Associate's Degree or 4 year degree or related experience or an equivalent combination of education and experience.
- Applicants should be able to travel on short notice.
- Prior Help Desk, software support, or mortgage processing experience is a plus.
- Prior VBA, SQL and/or Crystal Reports experience preferred.