JOB DESCRIPTION

Job Title:	Software Application Support and Trainer
Business Unit / Department:	SmartBorder
Reports to (title only):	Mgr, Software Support and Project Development
Date prepared:	4/3/2019

Pay grade:	2	**Level**	2
Job Code:	2293	**FLSA Status:**	Nonexempt

JOB SUMMARY

The Software Application Support and Trainer is responsible to monitor the helpdesk and respond to incoming issues from external Clients; perform QA testing before deployment to Production to ensure accuracy and train clients on functionality, new programming and/or changes to new and/or existing software application.

KEY DUTIES AND RESPONSIBILITIES (include but not limited to)

1. Serves as the first point of contact for clients reporting technical issues through our helpdesk system, email and/or telephone call
    a. Record all incoming and resolved issues into our helpdesk system
    b. Troubleshoot and analyze issues to identify the root cause of the matter. Collaboratively works with the Manager and/or Application Development team to determine an appropriate course of action to resolve the matter in a timely manner
    c. Reports rejected entry to the US Customs and Border Protection (CBP) and Canada Border Services Agency (CBSA). Works with the customs border agency address and resolve the issue.
2. Trains new and/or existing clients on new software modules, changes or logic
3. Performs Quality Assurance testing of software applications to ensure the application performs as expected by the Application Developer prior to release to the production environment. Reports test failures to the Application Developer.
4. Perform other related duties as assigned by management.
5. Adhere to established policies and procedures.

INTERNAL AND/OR EXTERNAL CONTACTS

Internal / External	Contact (generic titles/roles)	Nature	Frequency
Internal	1. Manager, Software Support	– To receive guidance and direction	Daily
	2. Manager, Project Development	– To receive guidance and coaching on identifying an issue	70%
	3. Director, Information Technology	– Escalation of a reported problem	10%
	4. Programmers	– Discuss project requirements	20%

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Internal / External	Contact (generic titles/roles)	Nature	Frequency
External	1. Clients	– Working to understand what the issue is and how to reproduce	75%
	2. CBP	– Report issues	20%
	3. CBSA	– Report issues	5%

PEOPLE MANAGEMENT

☒	Only responsible for own work.
☐	Organizes and coordinates workflow of others and/or shows other employees how to perform tasks or duties.
☐	Coaches, assigns tasks and monitors work of others. Provides hiring, firing, promoting and performance appraisal recommendations.
☐	Full hiring, firing, performance appraisal responsibility. Plans departmental work, staff developmental and training needs.
☐	Manages staff through subordinate managers.

NUMBER OF DIRECT REPORTS: 0

JOB TITLES OF POSITIONS SUPERVISED/MANAGED:

- N/A

FINANCIAL ACCOUNTABILITY	AMOUNT
Revenue generation target (Sales)	None
P&L responsibility / Profit Margin (BUs)	None
Budget/expense responsibility (support functions)	None

KNOWLEDGE AND SKILLS

To perform this job successfully, the person must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

- Solid knowledge of US Customs
- Working knowledge of the CATAIR/PGA documents
- Ability to analyze, diagnose and resolve issues
- Ability to document and outline specific steps in a clear and detailed manner (verbal & oral)
- Excellent communication (written & oral) and interpersonal skills
- Excellent customer service skills

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EDUCATION & CERTIFICATIONS

- High School Diploma
- Customs Broker License preferred

EXPERIENCE

- Minimum 5 years of Customs Brokerage experience preferably in other modules i.e. ISF, Emanifest, AES, AMS, Reconciliation, In-Bond

ADDITIONAL INFORMATION

- This role provides 24/7 support to our clients; an on-call rotation shift is required for after hours and holiday support.
- Ability to work independently as well as in a team environment

PHYSICAL DEMAND ANALYSIS

☒	Work involves minimal physical effort.
☐	Work involves some physical effort.
☐	Work involves moderate physical effort.
☐	Work involves considerable physical effort.

Click the box to place an "X" in the appropriate "frequency of action" column:

"O" = Occasional: 0-33% of the time

"F" = Frequent: 34-66% of the time

"C" = Constant: 67-100% of the time

	O	F	C		O	F	C
Seeing – general	☐	☐	☒	Carrying < 20 lbs	☒	☐	☐
Close vision	☒	☐	☐	Kneeling	☒	☐	☐
Hearing/listening	☐	☐	☒	Stooping	☒	☐	☐
Clear speech – simple	☐	☐	☒	Bending	☒	☐	☐
Clear speech – complex	☐	☐	☒	Sitting	☐	☐	☒
Walking	☒	☐	☐	Reaching	☒	☐	☐
Lifting > 20 lbs	☒	☐	☐	Standing	☒	☐	☐
Lifting < 20 lbs	☒	☐	☐	Repetitive motion:			
Pushing	☒	☐	☐	• Hand	☐	☐	☒
Pulling	☒	☐	☐	• Wrist	☐	☐	☒
Climbing stairs	☒	☐	☐	• Arm	☐	☐	☒
Carrying > 20 lbs	☒	☐	☐	• Fingers	☐	☐	☒

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WORKING ENVIRONMENT

Select the box that best describes the working conditions within which this job is performed. In the space provided, please provide examples of the type(s) of conditions encountered on the job.

☒ Work involves minimal unpleasant conditions or hazards resulting in minimal discomfort or risk of danger.

☐ Work involves some unpleasant conditions or hazards resulting in some discomfort or risk of danger.

☐ Work involves moderate levels of unpleasant conditions or hazards resulting in moderate discomfort or risk of danger.

☐ Work involves considerable unpleasant conditions or hazards resulting in considerable discomfort or risk of danger.

Provide examples:

- Typical office environment