

The Leader in Innovative Government Land Use Technology

EnerGov Solutions

COMPANY OVERVIEW

EnerGov Solutions

Incorporated:
2002

Solutions Type:
Software Offering
Consulting Offering
Training Offering

Industry:
Government IT

Industry Focus:
Enterprise Land Management
License & Regulatory Management
Asset & Work Order Management

Corporate / Office Locations:
Atlanta, GA (Headquarters)
Redlands, CA
Kansas City, MO
Destin, FL
Seattle, WA

Implementation Services:
Comprehensive Onsite Services
Direct from Organization

New Clients in last 5 years:
122 Agencies

Implementations in last 12 months:
27

Installation Base:
160+ Agencies

Installation Size:
5 - 250+ Users
5,000 - 1,000,000+ Population

Installation Regions:
Global Solution Provider

Recent Awards:
2009 ESRI Partner of the Year

Enterprise Solution Price:
\$200,000 - \$5,000,000+

Product Language / Dev Tools:
Microsoft .NET Framework
Microsoft .ASP .NET
Microsoft SilverLight
XAML

Development Resource:
100% In-House
30% Revenue Re-Invested in Dev / yr

Support Technician



Location: Corporate Headquarters, Duluth, GA
Travel: N/A

EnerGov Solutions is a leading and global provider of innovative Land, License and Asset Management software solutions designed specifically for enterprising government agencies.

JOB SUMMARY

We are currently seeking full-time **Support Technicians** to work in our Account Management department to provide support to external customers who use EnerGov software products in high profile land use and permitting operations across the country.

ESSENTIAL SKILLS & QUALIFICATIONS

- Proactively provide technical support to end-users and support personnel via telephone, email and internet portal
- Keep end-user informed of progress and communicate solutions, workarounds, and action plans
- Independently identify, troubleshoot, document, and resolve user problems
- Document all calls and related support functions in the corporate customer relations management system
- Retain ownership of all cases throughout the resolution process
- Communicate complex problems with senior client service technicians in accordance to escalation procedures
- Recommend new improvements to existing technical support tools, procedures and processes and assist in implementing recommendations
- Adhere to established corporate support methodology & guidelines
- Collaborate as a dedicated team member and demonstrate the ability to clearly communicate with other team members

EDUCATION AND/OR EXPERIENCE:

- Bachelors Degree with a specialization in Computer Science preferred (may be waived DOE)
- At least 2 years professional experience in a software support role
- Working familiarity with SQL Server
- Exceptional customer service skills.
- The ability to communicate effectively with both customers and employees



Candidate will be required to demonstrate technical knowledge including tests for technical competency. Please only list items on your resume that you are prepared to demonstrate competency in.

EnerGov offers a competitive salary and an excellent benefits package that includes medical, dental, 401(k) matching, and paid holidays. EnerGov is an equal opportunity employer.

When you join EnerGov, you'll not only work with a team of dedicated, diverse, and highly talented professionals, you will become a member of an innovative and growing organization that takes pride in delivering premiere solutions.

Contact Information

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