



Customer Care Analyst

Data Systems of Texas is a leading provider of software for the credit union industry. We are currently hiring for a Customer Care Analyst position in our Waco office.

We are seeking a professional, service-driven analyst who will ultimately support our credit union software package. The ability to troubleshoot, think analytically, be organized, meet deadlines, and communicate with customers is extremely important.

Job Description: Business analysis and customer support on a support team to Credit Union staff users including; first level software/hardware support, parameter setup on customer systems, troubleshooting, customer training, documentation and other work assigned.

Requirements: (list is not all inclusive)

- Work experience in or with credit union or other financial service information systems and operations required.
- Experience in a helpdesk/call center environment
- Background in analysis and research, system conversions, documentation and requirements gathering Close interaction with customers, programmers, and technical staff
- Effective communication, both written and verbal
- Customer Service skills and ability to be a team player a must.
- Customer training (web-based and on-site)
- Parameter and controls setup within the credit union software for customers Familiarity with Windows operating systems, relational database concepts, graphical user interface, terminal emulation, networks, Salesforce.com and Microsoft Office products.
- Able to work independently in fast paced, demanding situations and maintain scheduled tasks and timetables.
- Ability and willingness to travel is a must.
- High school diploma is required. BS /BA in computer science, finance or accounting are a plus.

This position includes a complete benefit package with competitive salary, paid time off, medical, 401k, and an outstanding work environment.

Candidate must pass a background check at Data Systems expense before employment is offered.

We are leaders in our industry, and we offer an excellent opportunity to become a part of a professional organization with an energetic, upbeat culture.

Visit www.datasystx.com to learn about our superior products and services!