

**POSITION INFORMATION**

**Job Title:** | Software Support Engineer |

**Department:** | Customer Support |

**Reports To:** | Director of Customer Service |

**ABOUT THIS JOB**

**Summary:**

This is a great opportunity to join a growing Pacific Northwest company as a software support engineer and apply your expertise assisting customers by resolving issues with their warehouse management software systems. |

**Job Description:**

A successful software support engineer must effectively interpret, diagnose, research, resolve and follow up with complex issues reported by customers. The engineer must be an excellent communicator, highly organized, and self-motivated to professionally support the customer via telephone, email communications, and on-line case management.

We are looking for an experienced individual with strong IT, SQL, technical troubleshooting, and Windows Server proficiency, who is driven to find answers, investigate and analyze data to understand complex problems, and passionate about providing accurate solutions for the customers. We build long-term relationships with our customers and are seeking an individual to grow with our company and become an expert on our software. |

**Essential Duties & Responsibilities:**

- Provide superior customer service experience
- Research and solve complex issues using a variety of tools and technical abilities such as:
  - Microsoft SQL Management Studio
  - Microsoft SQL Profiler
  - Visual Studio
  - Crystal Reports
  - In-House developed tools
  - Virtual Machines
- Ability to rapidly adapt and learn new technologies and procedures
- Create support tickets and provide engineer level technical support with software and hardware issues
- Perform remote support such as software installations and database maintenance |

**Supervisory Responsibilities:**

This position has no supervisory responsibilities.



### Qualifications & Experience:

- 2+ years experience remotely supporting a custom software suite.
- 3+ years working knowledge of Microsoft SQL Server and related Microsoft technologies including Windows Server operating system and IIS.
- 3+ years experience supporting hardware such as label printers, handheld computers, and network devices.
- 2+ years of technical support/customer service help-desk experience.
- Experience with:
  - Virtual Machines
  - VPN's
  - Client/Server based systems
  - Analyzing SQL data a plus.
- Experience with Visual Studio and .Net languages a plus.
- Ability to work independently, take initiative and have a strong desire to learn.
- Excellent critical thinking skills, including complex troubleshooting, problem analysis and resolution.
- Good judgment/decision-making ability.
- Strong verbal and written communications skills.

### Education Requirements

- Associate+ degree recommended, or equivalent work experience required.
- Professional certifications a plus (Ex: A+, Network+, MCSE)

### COMPANY INFORMATION

#### Company Background:

PathGuide Technologies, Inc., a privately held company founded in 1989, is a leading provider of warehouse automation solutions for wholesale and industrial distributors across North America. PathGuide's software and services help suppliers increase productivity and order accuracy, improve customer service, and lower labor costs, all of which ultimately drive profitability. We work closely with our clients to develop those procedures and systems which fit their business needs. We provide consulting, software, hardware, and complete system integration services.

### APPLICANT INSTRUCTIONS

#### Instructions:

Please supply résumé and cover letter to: [humanresources@pathguide.com](mailto:humanresources@pathguide.com)

- Location: Bothell, WA
- This is not a remote position, local applicants only
- Compensation: Based on experience