

Date: November 2021

POSITION: Customer Support – Technical Analyst

ROLE: Woods Hole Group is looking for a Customer Support/Technical Analyst for the Argos User Services Group, within the Environmental Monitoring/Satellite Telemetry Unit. The Argos System is a satellite-based system which collects data from transmitters and distributes data and locations to the scientific user community. Our customers are mainly government entities, non-profit organizations, and universities.

THE IDEAL CANDIDATE WILL POSSESS THE FOLLOWING ATTRIBUTES:

- Exceptional communication and organizational customer service skills
- Excellent multi-tasking ability
- Attention to detail, great organization skills
- Team attitude and enthusiasm
- Functional knowledge of Microsoft Office, Outlook email, and PC's
- Sound judgment and decision-making ability
- Quick learner, self-starter

DUTIES AND RESPONSIBILITIES:

Under direction of the Argos User Services Manager, the Incumbent shall:

1. Provide quality customer support to our customers and other clients.
2. Process Argos System Use Agreements (SUA), service contracts, and technical files.
3. Create and maintain customer contacts, accounts and Argos programs.
4. Create and manage Argos ID numbers.
5. Send current or archived data to customers or manufacturers.
6. Provide troubleshooting support to customers and manufacturers, including data analysis.
7. Global Telecommunication System (GTS) support.
8. Document and maintain User Services Team procedures.
9. Forward sales leads to the Business Development Managers.
10. Support Finance in invoicing process/usage reports, as well as customer invoicing questions.
11. Support Argos User Services Manager on any other tasks assigned.
12. Possibility of support of other satellite systems within the company.
- 13.

SUPERVISORY ROLE:

The Incumbent has no supervisory responsibilities and reports directly to the Argos User Services Manager.

QUALIFICATIONS:

Qualifications for this position are an Associate Degree and/or 5 years' experience in the technical customer service field. A combination of education and practical relevant work experience will be considered in lieu of a degree.

WORKING ENVIRONMENT:

The work is performed primarily in an office environment and involves use of computers and other office equipment. Normal working hours (40 hours/week) are scheduled during the office hours of 8:30 am. - 5:00 pm., Monday through Friday. In addition, this position may be called upon to work other than established hours to satisfy a particular job requirement, and for travel.



PHYSICAL DEMANDS:

The work is principally sedentary in nature. The individual must be able to operate a computer and other office equipment and speak over the telephone. There are no unusual physical demands of this position.

TRAVEL:

The job may require local, national or international travel, occasionally involving weekends. Travel is estimated to be less than 5% of the incumbent's workdays annually.

Individuals who succeed at Woods Hole Group are pleasant, hard-working, self-starters who share the passion for innovation and commitment to high quality work. Further information about the company:

www.woodsholegroup.com

If this opportunity matches your experience and career visions, please send resume outlining education, work experience and salary history to:

**The Woods Hole Group, Inc.
107 Waterhouse Road
Bourne, MA 02532**

E-mail: TechAnalyst@whgrp.com

AN EQUAL OPPORTUNITY EMPLOYER