

# Software Support Specialist

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Please email your resume to [hr@trumpetinc.com](mailto:hr@trumpetinc.com) to apply

## Position Description

Trumpet, Inc. seeks a Software Support Specialist to provide technical support to clients and resellers for our software applications used in the legal and financial markets.

If you enjoy working with business users to solve puzzles and working closely with developers to improve our clients' experience, we would like to talk with you.

## What's in it for you?

- We provide a competitive base salary plus bonuses
- Trumpet has a great revenue growth outlook, is cash flow positive and well capitalized
- We have a great location in Phoenix – close to mountain biking and hiking in South Mountain
- Benefits include: pre-tax premium payment plan, healthcare FSA, dependent care FSA, a monthly stipend for healthcare and/or premium expenses, 15 days paid time off and 8 paid holidays per year

## Why work with us?

- Trumpet's customer base is professional, collaborative and engaging to work with
- You will work with a team of enthusiastic and service-oriented people who are dedicated to continuous improvement
- You will work sensible hours (after hours support is unusual)
- We like to have fun! We host quarterly staff outings (hiking, laser tag, badminton – help us choose our next event!)
- We like to give back to the community – we dedicate a day each year to a charitable cause

## What you need for this position:

- A passion for solving puzzles and learning how things work
- Ability to interact effectively with both non-technical users and highly technical users
- Ability to prioritize and balance multiple tasks
- Willingness to research and figure out complex software and IT systems
- A desire to make things more efficient - we are looking for someone who enjoys initiating change
- Excellent follow-through with minimal management
- 3-5 years professional experience working with Microsoft Windows based PCs (certifications are not required – we will be much more interested in your ability to figure things out as you go)

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## What does this position entail?

Trumpet's support team is not just a software "help desk". Trumpet Support Specialists engage in deep puzzle solving not necessarily related to our products themselves. While some cases simply involve providing instruction or directing the user to documentation, the majority of cases involve critical thinking and problem solving skills.

As a Trumpet Support Specialist you will:

- Provide exceptional support to end-users
  - Respond to e-mail and telephone support requests
  - Remotely connect to users' computers, determine minimal use-case to recreate issue, solve issue if possible or provide concise details to development for further analysis and resolution
  - Use deductive problem solving skills to investigate and solve a broad range of puzzles each day
- Improve Trumpet's products and processes
  - Analyze each support request for root cause, determine if the issue could be prevented by changes in the software or business processes, and outline change recommendations
  - Update and create online knowledgebase articles to reduce support requests
  - Capture details of each support request in Trumpet's ticketing system
- Act as liaison between users and development
  - Help test fixes provided by development and incorporate them into client sites
  - Work closely with development to make Trumpet's software more intuitive, easier to deploy and easier to support
- Help the Trumpet sales team
  - Provide pre-sales technical support as needed
  - Recognize end-users' need for additional products and services

## About Trumpet

Since 1999, Trumpet has developed and supported software applications for financial advisory and legal firms.

Please email us at [hr@trumpetinc.com](mailto:hr@trumpetinc.com) with any questions or to submit your resume.

Please, no calls about this position.