



Stria is a business process outsourcing (BPO) company whose purpose is to positively impact lives and livelihoods. Stria uses cloud-based technology to automate business processes for our clients. Primarily, this work centers on building and/or integrating cloud-based software applications. For processes that cannot be automated, Stria's staff provide hands-on services in areas such as scanning, mail processing, records management, data entry and more.

The company serves several vertical markets including agriculture, energy, government, health care, financial services, and retail.

The company is a privately held, forward-leaning organization that offers flexible schedules, good pay, a superb culture, and the opportunity to make a difference in the world. An ability to work in a fast-paced environment and strong attention to detail are essential. More information can be found online at [www.Stria.com/careers](http://www.Stria.com/careers).

## **Position Title**

Information Systems Support Specialist

## **Position Summary**

In close collaboration with Solutions Engineers, IS Support Specialists will provide technical support to external clients and internal staff. This position will primarily focus on managing our IS Help Desk, and providing Tier 1 technical support. In addition, IS Support Specialists will become proficient in key enterprise applications used at Stria in order to troubleshoot software issues for both external clients and internal staff.

## **Minimum Qualifications (Knowledge, Skills, Abilities)**

- Ability to learn new computer systems and applications quickly
- Knowledge of basic Microsoft Office programs (Word, Excel, PowerPoint, etc.)
- Excellent written and verbal communication skills
- Advanced software configuration skills
- Strong analytical and problem-solving skills.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Experience working in computer technical support

## **Preferred Qualifications (Knowledge, Skills, Abilities)**

- Experience with analytics software (ZoHo, PowerBI, Tableau, etc.)
- Experience with a variety of cloud-based technologies

## **To Apply**

Send resume to [Careers@Stria.com](mailto:Careers@Stria.com).



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## JOB DESCRIPTION

**Position Title:** Information Systems Support Specialist

**Department:** Information Systems

**EEOC Class:** Administrative Support Workers

**Reports To:** Director of Information Systems

**FLSA Status:** Non-Exempt

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### Essential Job Functions

- Identifies, investigates, and resolves users problems with computer software and hardware.
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Applies knowledge of computer software, hardware, and procedures to solve problems.
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- Collaborates with other staff to research and resolve problems.
- Collaborates with Solution Engineers to explain errors and/or recommend modifications in programs.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Participate in client discovery calls to identify and discuss client needs and requirements.
- Participate in weekly client meetings and provide support and assistance with client solutions.
- Ensure that time is managed appropriately to meet client deadlines and deliver complete and smooth operating solutions as outlined in client agreement.
- Maintain expert level understanding of methodologies and internal standard operating procedures (SOPs) as they relate to assigned opportunities.
- Performs other related duties as assigned.

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### **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

### **Note**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.