



Customer Service Department

UPS Logistics Technologies

JOB DESCRIPTION

JOB TITLE: Customer Care Specialist / Help Desk LT - SCS

DESCRIPTION: The Product Support Specialist I has prior customer service experience and technical abilities to provide phone and email support to our external customers. This person must effectively communicate with customers and co-workers to affect issue resolution. Strong customer service and troubleshooting skills are a must.

EXPERIENCE & EDUCATION:

- Minimum of two years customer service/technical experience
- Minimum of one year support center or relevant experience
- College degree in Business Administration, Computer Science or Information Systems preferred
- Skilled with Microsoft® Windows and Server Operating Systems
- Knowledge of Relational Databases including SQL Server 2000/2005 and/or Oracle® 9i/10g
- Skilled with Microsoft Office products, especially Access
- Knowledge of PC hardware and software configurations
- Networking and Presentation Software experience a plus

JOB DUTIES:

- Provide telephone and email support, addressing procedural, configuration, customer infrastructure and software-related customer issues
- Provide clear and concise data entry of all customer interactions in our incident tracking database
- Flexibility to work fixed and/or rotational shifts covering 24 hours/day, 7 days/week
- Assist with UPS-LT software upgrade installations and training
- Professionally interact with existing and potential customers
- Adherence to call escalation procedures and proper issue documentation and customer data submission
- Other responsibilities as assigned

All interested candidates must apply on the website at <http://www.UPSJOB.com>