

BUSINESS ANALYST, REMOTE

NOW RECRUITING QUALIFIED CANDIDATES WITH AGILE SOFTWARE DEVELOPMENT TRAINING, TECHNICAL TROUBLESHOOTING EXPERIENCE, AND EXCELLENT WRITTEN AND VERBAL COMMUNICATION SKILLS TO MONITOR, RESPOND TO, AND WORK WITH LEVEL 2 AND 3 SUPPORT TO IDENTIFY AND RESOLVE NEW AND DEVELOPING ISSUES.

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Monitor and respond to incoming request and problem queues.
- Use and support release, work, and defect management tools.
- Manage project, team, and application work areas, user accesses, and team/role setups.
- Leverage internal documentation repositories to find and implement resolutions to known issues and standard request types.
- Update and maintain internal documentation as processes, tools, and known issues evolve.
- Follow up with customers and users to ensure all issues and requests are adequately met.
- Work with Level 2 and 3 Support to identify, troubleshoot, and resolve issues as they arise.
- Contribute to non-support related work efforts when time permits.
- Perform other job duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in computer science, or comparable experience in related field, required.
- Familiarity with Agile software development methodologies helpful.
- Excellent written and verbal communication, customer service, and technical support skills.
- Exposure to request and issue tracking software preferred.
- Technical troubleshooting and issue isolation exposure.
- Excellent written and verbal communication skills required.
- Proficient with the Windows operating systems and the Microsoft Office Suite of products.