

# Title: Software Technical Support Engineer

## Responsibilities:

- Answer questions about how to use our software
- Provide webinar training on the use of the product
- Create user documentation and video on using the product
- Perform database integration tasks and research
- Document and update customer records based on interactions
- Perform systematic testing of new features and updates

## Qualifications:

- At least a BA or BS degree
- Strong written and verbal communication skills
- Great problem-solving ability
- Good at answering questions; patient with customers
- Strong at multi-tasking and prioritizing numerous tasks
- Preferred: Ability to write SQL queries
- Bonus: Programming experience a plus

## Please send resume and background information to:

Raymond Bily  
BrightArrow Technologies  
rbily [at] brightarrow.com

## About BrightArrow Technologies

BrightArrow Technologies is a powerful and feature-rich mass notification system designed to automatically deliver messages simultaneously to large groups of people. This powerful notification solution is loaded with features that deliver voice calls, text messages, emails, social media posts and push notifications seamlessly in a single action. BrightArrow covers the bases with over 20 years of extensive and comprehensive development and state-of-the-art voice and messaging technology, delivering one of the most reliable and fastest adapting notification platforms in the marketplace.

If interested in this position, please email Raymond Bily at rbily [at] brightarrow.com

