



## **Support Analyst Tier 1 | Irvine, CA**

Are you a personable go-getter who thrives in a fun, easy-going work environment? Do you put client service at the forefront and back it up with old-fashioned elbow grease? If so, we want to talk to you.

### **Who We Are?**

Custom Business Solutions (CBS) was founded in 1994 and has been innovating the hospitality industry ever since. We help hospitality professionals build more efficient restaurants and bars and we need people like you to help make sure their business stays on track. Our dynamic Support Center is open 24/7 and is currently seeking passionate Analysts to field calls and emails from our clients to help them turn their problems into solutions. As an Analyst, you are the first line of defense for some of America's most popular restaurants in case they run into technical issues. We are looking for specific things in candidates- for example, experience in the Restaurant industry, a technical mind, customer service mindedness and the desire to grow within the company. Custom Business Solutions offers opportunities to grow throughout the company while providing mentorship, along with opportunity to take initiative and show us who you are!

### **What Does an Analyst Do?**

- Responsibilities center on owning, remedying, and closing customer technology issues. This includes point-of sale and restaurant management software including Positouch, NorthStar Order Entry, Aloha, Micros and related hardware.
- Effectively, professionally, and respectfully interact with clients via phone and email
- Maintain and consistently demonstrate knowledge of company guidelines, standard operating procedures, and practices.
- Be the first point of contact with restaurant managers/owners, and key corporate clients.
- Use the Knowledge Management system to locate solutions to standard problems.
- Maintain case ownership and direct interaction with client; ultimately – make sure the problem is solved the right way the first time.



- Properly identify client issues, log tickets, and close tickets with known fixes.
- Resolves Level 1 issues, and escalate complex and/ or high priority issues to the appropriate support groups for resolution
- You will be a part of a team. Be prepared to work closely with other Analysts to help diagnose and solve issues as they come up.

### **What we look for?**

- Experience in Customer Service and/or other Service oriented industries
- Experience in the Restaurant and/or Hospitality industry
- Experience in hardware, software, network troubleshooting, basic operating systems functionality or equivalent training and/ or education is extremely beneficial
- Understanding of the QSR industry is a plus
- A genuine desire to help people
- Strong communication skills – both verbal and written
- Strong organizational and time management skills and the ability to multitask – things move fast around these parts
- Strong technical comprehension
- Someone who desires to grow a career
- Must be able to learn and support new and quickly emerging technologies
- Ability to research solutions or information regarding technical issues
- Excellent interpersonal skills
- Excellent troubleshooting skills
- Great work habits under pressure
- Detail oriented
- Two or four-year degree in business or technology-related field preferred
- The ability to start out by working a swing shift or overnight shift

### **Perks of the job**

- Competitive Salary between \$16 and \$20 Per Hour
- Paid Vacation/Sick Time
- Birthday Cake Celebrations
- Company-paid Health Insurance



- Dental/Vision/Life Insurance Coverage
- 401(k)
- Corporate Outings, Cookouts, Customer-Sponsored Lunches

**Required experience:**

- Working in Customer Service Industry: 2 years
- Working in Restaurant/Hospitality Industry (preferred): 2 years
- Working in Technical Industry or equivalent degree: 2 years

Job Type: Full-time

Salary: \$16.00 to \$20.00 /hour