**Job Description - Software Support Executive**

**Roles & Responsibilities:**

* Be able to understand the nature of client issues and resolve them in a timely and efficient manner.
* Responsible for resolving client issues via Live Chat, Email, Phone and Remote software.
* Maintain policies and procedures when working with clients and provide appropriate information.
* Collaborate with team members on knowledge transfer, procedures and standards.
* Maintain accurate records of daily communications and issues resolve

**Requirements:**

* Strong verbal and written communication skills in English.
* Good computer knowledge.
* Self motivated and a team player.
* Excellent attendance and punctuality.
* Excellent customer service skills.