

***Infor Job Posting***

Infor is the third largest provider of enterprise applications and services, helping 70,000 customers in 194 countries improve operations, drive growth and quickly adapt to changes in business demands. Infor offers deep industry-specific applications and suites, engineered for speed, using ground-breaking technology that delivers a rich user experience, and flexible deployment options that give customers a choice to run their businesses in the cloud, on-premises or both. For additional information, visit [www.infor.com](http://www.infor.com).

JOB POSITION: Product Support Technical Analyst

JOB LOCATION: Mexico City

JOB SUMMARY: Provide Customer Service and Technical Support for an Enterprising Software Company

JOB RESPONSIBILITIES:

* Provide courteous customer service and technical support in an accurate and timely manner.
* Provide product support by responding to incidents, interpreting queries and problems, examining data, error logs, and utilizing all available support material and tools to successfully resolve problems.
* Develop and maintain effective customer communications by managing the customer’s expectations via negotiation, diplomacy and clear communication, ensuring customer satisfaction and customer retention.
* Provide support to customer accounts for the Infor ERP SyteLine, CloudSuite Industrial and CloudSuite Business Product and interfacing Infor Products.

EDUCATION & EXPERIENCE:

* Bachelor’s degree and preferred experience within a Technical Customer Support Environment

Required Skills:

* Advanced problem solving and analytic skills.
* Good writing and editing skills; excellent communication skills.
* Strong interpersonal and customer service/orientation skills.
* Knowledge of software applications used for testing, troubleshooting, call logging, product programming.
* Strong organizational skills required to insure most effective and timely delivery of service to clients.

preferred skills & KNOWLEDGE:

* Working knowledge of or familiarity with Financial Accounting, Manufacturing Processes, Quality Control, Purchasing, Inventory, and Customer Relationship Management software.
* Proficiency in SQL client tools
* Proficiency in LAN and Networking in general
* Proficiency in Software Installations and Maintenance

Equal Opportunity Employer: Infor does not discriminate in employment opportunities or practices on the basis of race, color, creed, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, marital status, age, veteran status, protected veterans, military service obligation, citizenship status, individuals with disabilities, or any other characteristic protected by law applicable to the state in which you work.

In compliance with the OADA, should you have a disability and would like to request an accommodation in order to apply for a currently open position with Infor, please call (678) 319-8000 or email us at [ADAAA@infor.com](mailto:%20ADAAA@infor.com).