



Client Services – Software Support/ QA Analyst

We are excited to be seeking a new member for our Client Services team!

The Client Services team ensures that our customers always receive great support and quality software. Ours is a dynamic working environment that thrives on teamwork, individual skills, and focused effort to get the job done. Our analysts apply themselves in flexible, creative, and cooperative ways to meet our goals. We continually strive for excellence in ourselves, our products, and our services.

In this role you will:

- Professionally deliver customer support by phone and email. Take ownership of issues and escalate them appropriately.
- Critically test software, estimate testing effort, communicate status, assess quality accurately, and track issues through to completion.
- Effectively contribute suggestions and new ideas, facilitate resolutions, connect with all phases of product development, and be a customer advocate.
- Proficiently write or edit documentation, user manuals, and test plans.
- Willingly take on other tasks as required.

As a qualified applicant, you are able to:

- Demonstrate a persistent positive attitude.
- Translate technical information to user-friendly language.
- Learn new software products as required, and are experienced with web applications.
- Respond effectively to changing priorities in order to meet support response objectives and testing timelines.
- Communicate testing progress, results, and other relevant information to stakeholders and management.
- Leverage knowledge of Microsoft operating systems, software, systems administration, networking, and hardware.

Since 1992, Coyote Software has been delivering superior software solutions and business consulting services for service-oriented businesses. Our employees are enthusiastic about being active contributors in a collaborative team environment, and passionate about the quality of our work, our clients, and our culture. This is a full-time position with competitive salary and full benefits.

If you are interested in joining our team, please send your résumé, including a cover letter describing how you can make a positive contribution in helping us meet our goals, to careers@coyotecorp.com.