

Client Support Specialist

Albany, NY

[Osprey Compliance Software](#), a premier provider of industry-leading compliance software solutions has an opportunity for an entry level Client Support Specialist / Business Analyst.

POSITION SUMMARY

This is an ideal opportunity for an individual seeking a career in the technology industry and who enjoys client relations. Working from our office in Albany, NY, the Client Support Specialist will be an integral member of a team responsible for planning, managing expectations, executing, delivery and installation of enterprise solutions for our world class Compliance Software products. The objective is to develop and maintain favorable and lasting relationships with new and existing clients.

The Client Support Specialist / BA will field requests from the sales team and clients via phone or email; analyze problems, identify needs and provide results. The Specialists will work within a cross functional team as well as external customers including high profile clients and Fortune 100 companies building and maintaining strong relationships.

SPECIFIC RESPONSIBILITIES

- Determining and facilitating implementation of client business requirements
- Support and implement best practices for Osprey Software Compliance
- Write and update business specifications for client interfaces and business rules
- Create and update interface specifications using our clients' best practices
- Work with project team to facilitate timely execution of project deliverables
- Create and update functional specification documents
- Create, map and test electronic forms
- Function as a key client / company interface and advocate

RELATED EXPERIENCE

- Bachelor's degree in business, engineering, technical or equivalent experience in related field
- Excellent written and verbal communication skills
- Training and / or experience with requirements gathering and documentation and client relations a plus
- Strong analytical skills
- Ability to effectively communicate and interact with customers and software developers
- Demonstrated client-management skills

We offer an excellent opportunity to grow professionally and contribute in a stimulating, fast-paced environment where individual contributions are recognized and rewarded.

For immediate consideration, please send resume with salary requirements to jobs@ospreysoftware.com.
EOE M/F/D/V.

Visit ospreycompliancesoftware.com to learn more about what sets Osprey Software apart.