



Customer Support Advisor

Location: **K-12 Solutions Group Office - Commerce, GA**

of openings: **2**

Employment duration: **Full time**

Pay range: **Not Disclosed**

Submit Resume to:

Alicia Hammond

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Position Description

The K-12 Solutions Group Customer Support Advisor position involves working directly with school district customers to provide support and resolution to issues/questions concerning Infinite Campus Student Information System and Georgia State Reporting; includes help ticket support and phone support.

Job Responsibilities

- Work cooperatively with the K12SG Support Manager and team in addressing school district support needs
- Deliver high quality written and verbal support to districts on all aspects of the Infinite Campus SIS
- Remain up to date on new functionality to Infinite Campus
- Remain up to date on current Georgia State Reporting requirements
- Must be skilled at problem solving through investigation
- In-office presence required
- Other related duties as assigned

Desired Background

- Previous experience using Infinite Campus SIS or equivalent SIS
- 1-2 years experience in public/private school systems
- Excellent verbal communication and presentation skills
- Time Management
- High degree of organization
- Teamwork oriented

Performance Expectations

- Perform job responsibilities as directed with a high degree of quality and professionalism
- Establish and maintain positive and productive work relationships with staff and customers
- Demonstration of time management and organization
- Detail oriented