

Entry Level Technical Support Rep

Company Description

Cognition is a small, fast moving company that offers a flexible, diverse, and exciting work environment. Cognition presents a suite of software tools to capture and model all aspects of product design, and gives enterprise wide collaborative access to the design model. We also provide consulting services and training in the deployment and use of these solutions.

Our flagship guided compliance software, Cognition Cockpit, provides a robust risk management and design controls platform for medical device, pharmaceutical, and combination product development teams.

Overall Job Responsibilities

This employee's primary role will be working with the Technical Support team. Secondary roles may include working with the IT, Quality Assurance, Development, and Engineering teams. This is a full time, 40 hours a week position.

As a tech support staff member, this employee will be part of a team that represents the first line of support for Cognition, logging calls that were submitted to customer support, providing solutions to their problems, and escalating issues when necessary. This may include responding to technical support calls via phone, web session, Skype, or email.

IT team involvement may include maintaining Cognition's systems, particularly its internal network and computers as well as external servers.

QA involvement may include participating in testing of software releases encompassing both regression and functional tests. As more testing experience is developed, this person may also help author new tests.

Development team involvement may include investigating complex support cases with a developer or testing minor patches for new and existing product features.

Engineering team involvement may include testing or updating customer specific implementations to better understand what is causing a given problem.

The person who fulfills this position is expected to:

- Utilize electronic systems to ensure that all support cases and case activities are logged as they occur
- Reproduce and troubleshoot support issues and escalate when necessary
- Work through technical problems with the customer via phone or web session
- Proactively provide written technical problem/solution documents for customer and internal technical solutions
- Participate in testing of software releases and provide feedback
- Know and fulfill responsibilities for support tasks with urgency, passion, and energy
- Share information, resources, knowledge, and ideas
- Report defects found as per Cognition's QA processes
- Be detail-oriented and work well under pressure
- Have a creative thought process and ability to think outside the box
- Be flexible and adaptable to meet the often-changing needs of a small and growing company





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Requirements

- A high school diploma or equivalent with an excellent understanding of computers and technology
- Must be a team player
- Strong verbal and written communication skills
- Strong customer service skills
- Excellent organizational skills and attention to detail

Desired Experience

- Associate's or Bachelor's degree in a technical field
- Some knowledge of Microsoft Windows administration and setup
- 1 to 2 years of industry experience through internships, co-ops, full time, or equivalent
- Experience working in a customer service role
- Some programming or scripting experience

We value passion and an agile mind over knowledge of specific technical skills.

Compensation/Benefits

Compensation is commensurate with experience.

Cognition offers a wide variety of competitive benefits to help meet your needs and to help you balance your work and personal life. Benefits include choices for medical, dental and life insurance; a 401(k)/profit sharing plan; disability plans; and a flexible holiday and paid time off program.

Cognition does not sponsor applicants or employees for employment visas. Being authorized to work in the United States is a precondition for hiring for this position.

Job Location: Lexington, MA

Company URL: <http://www.cognition.us>

Contact: resume@cognition.us

