



Financial Aid TV **ANSWERS ON DEMAND**

Product and Technical Support Specialist

About FATV:

Financial Aid TV (FATV) is a 10-year old niche online publishing company based in Boulder, CO that works directly with colleges and universities across the country. FATV specializes in creating and distributing short online Financial Aid videos to school clients.

FATV delivers its services through a completely customizable platform so that colleges and universities can, in turn, quickly deploy online video content to educate students and prospective students about Financial Aid. School clients use FATV to counsel students, answer student questions, and outreach to prospective students. FATV oversees all content development to ensure it stays current as state and federal financial aid programs change.

It is an exciting time at Financial Aid TV as we have a wide variety of challenging projects and opportunities. We offer a very fun and collaborative work environment that values a good quality of life. We have a Boulder-based team, with the remainder of the team remotely stationed across the U.S.

About this Position:

The Product and Technical Support Position works directly with FATV Account Managers who work directly with FATV Clients. This position has three main roles.

- 1) The first role is to support FATV Account Managers and clients with understanding how to use the FATV product, help them trouble-shoot technical or user issues as well as to gather details about any issues clients may encounter to be able to recreate the issues internally and pass along bugs or issues to the QA/Technical team. FATV clients are nationwide, across all time zones. Support is provided remotely via phone, email and online conferencing.
- 2) The second role is to work directly with our web development team(s), creating and managing tasks and owning them until they are completed and live.
- 3) The third role is to work using our internal product (FATV Admin) for powering up new clients, adding new videos and setting up related content. Attention to detail and communication is critical in this role, supporting account managers and our product as needed.

This job is a full-time position. This is predominately a work from home position that will allow the proper candidate considerable flexibility of schedule within normal business hours. This role reports in to the FATV Technical Organization, which is based out of Evanston, IL.

Key Areas of Responsibility:

Revised: January 2014

- Support team of 7 Account Managers on technical and product related issues
- Join account managers on tech related calls when needed and help resolve client issues
- Help support account managers in getting new clients launched properly
- Work in the FATV Admin (our internal, client set-up system), supporting account manager and their clients
- Report product bugs using bug tracking tools
- Help create and follow test plans for new products and features
- Work within established QA processes and timeframes
- Coordinate testing efforts with development and product teams
- Help evaluate impact of new features and understand how they affect existing application
- Work closely with development team to isolate and resolve issues after code deployment
- Work with development and product teams to resolve issues in production environment, including troubleshooting customer issues

Qualifications:

The ideal candidate will have 3+ years of Technical support or Product support experience at a tech company. This is an opportunity for a tech-savvy, detail-oriented individual who wants to be part of a collaborative team.

Experience in the following areas is preferred:

- Quality Assurance, testing, E-commerce, or video streaming web sites
- Developing and implementing Test Plans and test case development
- Interfacing with developer teams deploying changes to a production environment.
- Working with project management tools and issue tracking tools (e.g. Basecamp, JIRA, ASANA)
- Defining and communicating requirements and specifications
- Supporting account managers and teams of non technical folks and non technical clients

The ideal candidate:

- understands and shares our vision, mission, and values, and would enjoy ensuring that our products and solutions are the best available for our college partners
- is a stickler for detail and not willing to let well enough alone
- has an innate commitment to quality
- has strong analytical and problem solving skills combined with excellent communication skills
- wants to own projects, have responsibility and take initiative
- enjoys a fast-paced entrepreneurial environment and can wear many hats.
- excels at communication and collaboration
- is able to manage projects and work with diverse groups of people
- understands technology, can speak to developers but also to common folk

Compensation:

Competitive salary, commensurate with experience.

Industries:

Technology, Higher Education

References:

Please be prepared to provide references.

How to Contact Us:

Please send an email, along with cover letter and resume, to jobs@financialaidtv.com.