**Software Training & Services Associate**

Since 1999, UniversityTickets has offered simple, cost-effective ways for college and university organizations to sell tickets and collect payments via the Internet. Our software powers ticket sales for hundreds of organizations across the U.S., Canada and the Caribbean.

We're looking for a Software Training & Services Associate to support our growth. UniversityTickets is a fun, dynamic and fast-paced work environment, with a team spread across three states. You'll have full exposure to the day-to-day operations of a growing software development operation. You'll be engaged on real projects to help our clients make the most of their ticketing system.

Are you motivated and creative with a passion for helping people solve issues with technology? Are you known for going above and beyond? Do you enjoy a fun, fast-paced work environment? If so, you're a perfect fit!

**Responsibilities:**
- Learn and master the UniversityTickets platform
- Act as the first line of support to solve business and technical issues using UniversityTickets' services
- Effectively document and track technical issues
- Deliver initial and ongoing training to our clients
- Work efficiently with various computer programs
- Create and maintain support documentation and training materials for clients
- Assist with data management of our CRM system
- Support retention and customer relationship projects as needed
- Represent the UniversityTickets brand in all communication
- Provide on-site client support as needed (some nationwide travel may be required)

**What We Require:**
- Academic background in marketing, communication, business management or related field
- Impeccable communication skills, both written and oral
- Aptitude for delivering excellent customer service
- Ability to manage multiple tasks and priorities
- 1+ year(s) experience supporting complex technology and an interest in using new technologies
- Team focused yet self-motivated
- Willingness to learn simple and complex operations
- Organized and reliable

**Logistics:**
This is a full-time, salaried position. UniversityTickets offers competitive salaries and a full complement of benefits including health, dental, life, and disability insurance, retirement plan, and paid time off. The position is available in our Bangor, Maine office. The position will require some nights and weekends as needed; the individual must have the flexibility to work additional hours with little or no notice.

**Interested:**
Tell us about yourself. Drop us a cover letter and resume to careers@universitytickets.com.