



## **Product Support Analyst**

Hobsons, a trail-blazing education, technology, and recruitment services company, is looking for a talented, high-energy candidate interested in developing a career as a product support analyst. Hobsons offers all of the benefits of a multinational corporation with the values and spirit of an entrepreneurial company. The Hobsons culture encourages creativity and innovation. With nearly 3 million copies of more than 100 publications distributed annually, Hobsons is the single largest provider of worldwide education and corporate recruitment information and technology. This position will be based in our Fairfax, Virginia, office.

### **Product Support Analyst**

The primary purpose of the Product Support Analyst is to assist with the daily tasks of supporting Hobsons' suite of higher education software products. This person will interact with our IT and customer teams to address product issues and customer requests. They will need to have a deep knowledge of the product, including all product features, upcoming product releases, known issues, and workarounds. They would also assist in monitoring the current system status of our product suite and quickly contacting the appropriate personnel to resolve any issues.

### **Essential Functions/Responsibilities:**

- Must be able to proactively analyze and solve client needs and issues utilizing technical skills and product knowledge.
- Track, update and prioritize support needs using our tracking system.
- Handle a multitude of support-related tasks on a daily basis and prioritize them accordingly, communicating expectations to the appropriate parties.

- Maintain customer-specific processes, including automated data and file delivery processes.
- Interact with multiple departments/teams to resolve problems.
- Perform a deep analysis of problems/issues and document them in a detailed format so that they are easily reproducible and resolved.
- Produce documentation for internal best practices.
- Assist with regression and code testing.

**Skills Required:**

- *Microsoft SQL Server knowledge*—ability to analyze existing database tables and perform “under the cover” type SQL work that the product suite may currently lack.
- *Programming*—(ASP and JavaScript) perform customer-specific custom development, ensuring adherence to specifications and timely completion.
- Experience with MS Office, HTML, XML, PGP, SQL Server Management Studio (or MS Query) and SFTP a plus.
- Ability to create and edit written materials.
- Knowledge and appreciation of business concepts and requirements as applicable to higher education a plus.

**Minimum Qualifications:**

- Bachelor’s degree, preferably in MIS, computer science, engineering, or related field.
- 2–3 years’ professional experience in software development and/or supporting Web-based software applications.

**Personal Characteristics:**

- Solid analytical and problem-solving skills.
- Excellent interpersonal and communications skills, including proficiency

as a writer, strong listening skills, and being an articulate speaker.

- Strong organizational skills.

Hobsons offers a competitive base salary and performance-based compensation plan, along with an excellent benefits package including:

- Health Insurance
- Life and Disability Insurance
- Dental Plan
- 401K Plan
- Section 125/Flexible Spending Accounts
- Generous Holiday and Vacation Schedule

Please submit resumes to:  
Hobsons – Attention HR  
50 E-Business Way, Suite 300  
Cincinnati, OH 45241  
Fax: 513-891-6222

E-mail: [Human\\_Resources@hobsons-us.com](mailto:Human_Resources@hobsons-us.com)

To learn more about Hobsons, please visit our corporate Web site at [www.hobsons.com](http://www.hobsons.com) - online recruitment brochure available.

Product-related sites:  
[www.collegeview.com](http://www.collegeview.com)  
[www.useducationguides.com](http://www.useducationguides.com)  
[www.emt.hobsons.com](http://www.emt.hobsons.com)

*EOE. We recognize and appreciate the benefits of diversity in the workplace. People who share this belief or reflect a diverse background are encouraged to apply.*