

**Company:** CPG Vision  
**Region:** Atlanta  
**Department:** Support  
**Title:** Support Analyst-Lead  
**Reports To:** Vice President, Professional Services

### About CPG Vision

CPG Vision is a leader in Trade Promotion Management and Optimization. We harness the Salesforce platform to deliver revenue growth to our clients, optimizing trade dollars and operational efficiency – all in the easiest UI in the industry!

### Job Objectives and Purpose

The objective of the Support Analyst-Lead role is to work cohesively with all members of the Support team to ensure a consistent and high standard of customer support in line with the company's business objectives and customer SLAs.

As a Senior Support Analyst-Lead, you will be part of the Support organization working with other internal support groups to ensure the availability and stability of the CPG Vision product suite of applications. The support team is responsible for providing end-user application support for production and non-production environments.

The support team is responsible for diagnosing application issues, responding to alerts and client requests as well as troubleshooting other mission-critical issues. The Support Analyst participates in the planning and execution of application upgrades and is responsible for IT Service Management including Incident, Problem, Change, Release, and Configuration Management. Additionally, the support team is responsible for Infrastructure Management in conjunction with SFDC support groups.

CPG Vision support organization provides support for the CPG Vision standard core application. Members of the team are responsible for the availability and stability of the software based on each client's support package.

### Job Responsibilities

- Ownership of their team's adherence to support procedures, customer SLAs and overall responsibility for the quality of their team's work
- Provide leadership, training, and support to other members of the support team as required.
- Provide application and operational support of the CPG Vision product suite of applications based on knowledge of the system to meet service level agreements for system availability and effective problem resolution.
- Review daily checklists designed to ensure that all operational safeguards are functional. Report issues to management and work to identify the root cause.
- Create and maintain technical documentation including system diagrams and operational procedures.
- Utilize the company's helpline tracking system to record all support incidents and ensure the system is maintained accurately and completely.
- Monitor KPI's for the support department and respond to those in a manner that improves the performance, efficiency, and quality of the function and is consistent with the company's mission, strategic plan, and agreements provided by the company to its customers.
- Participate in a regular program of personal goals and objectives to develop skills and extend capabilities to improve value to the company.

### Job Responsibilities

- Assist the process to maximize the retention of the revenue stream from Annual Maintenance through providing services and products that encourage existing customers to renew their maintenance on its anniversary.
- As a member of the Support team take an interest in the overall performance of the company and provide ideas that contribute to its growth and profitable development.

### Education / Skills and Competencies

- Information Technology, Computer Science, Software Engineering or similar graduates

#### SKILLS AND COMPETENCIES

- Highly developed technical and business acumen.
- Strong writing, mentoring, decision-making, and communication skill sets.
- Adaptability and flexibility to manage deadline pressure, ambiguity, and change.
- Strong organizational and interpersonal skills; the ability to work well with people from different disciplines with varying degrees of technical experience; competence in clear concise and tactful communication with senior executive management, clients, peers, and team members.
- Strong oral and written communication skills.
- Ability to manage multiple tasks and deadlines.
- Strong customer handling skills.
- Commitment to quality and high standards.
- Experience with Excel and XL-Connector.
- Experience with Salesforce and full CRM capabilities.
- Web services, SQL, Salesforce Object Query Language.
- Strong understanding of Classic and Lightning Framework.
- Basic Understanding of Developer Console.
- Visualforce and Apex fundamentals.

### Work Experience

- 2 to 3 years of enterprise systems support/consulting experience (Lead)
- NOT ELIGIBLE FOR VISA SPONSORSHIP

### WPAS Commitment

CPG Vision invests in the development of its employees. We are committed and aspire to leverage the qualities and appreciate the unique competencies that each person brings to our company. We are an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans, and individuals with disabilities are encouraged to apply.