

Support Analyst / Configuration Specialist

True Image Interactive Business Analysis Team

Overview

True Image Interactive is looking for a Support Analyst / Configuration Specialist to join our team that delivers and supports custom Intelligent Virtual Assistant (IVA) solutions for our clients. Our custom IVA solutions can assist end users on the web and/or over the phone.

Responsibilities

- Configure client-specific Knowledge Bases to power our intelligent virtual assistants (IVAs) for web and phone solutions.
- Develop and implement client-specific flows for interactive voice response (IVR) phone systems, including complex logical gates and interfaces.
- Manage customer support requests including answering questions, updating configurations, and/or liaising with the development team for code fixes.
- Assist customers with troubleshooting technical problems before escalating to the development team.
- Analyze end user interactions with web and phone IVAs to improve content and configuration.
- Become a Subject Matter Expert (SME) in our IVA platform to inform internal development.

Skills & Qualifications

- A Bachelor's degree in a relevant field or equivalent
- The desire and ability to learn a complex software platform to deliver solutions
- Exceptional written and oral communication skills with the ability to customize messaging to varying audiences
- At least two years of experience in a customer-facing position

- Knowledge of the basic structure of a web application and how to troubleshoot issues
- Expertise with MS Office tools including Excel, Word, Visio, and PowerPoint
- A basic understanding of SQL

About True Image Interactive

True Image Interactive (formerly GetAbby) is revolutionizing the way people connect with technology using the world's first HUMAN Intelligent Virtual Assistant. By combining the proven power of human interaction to engage customers, build brand loyalty, and guide informed decision-making with our proprietary artificial intelligence, natural language processing, and speech recognition technology, our human avatars are blowing the lid off scalability challenges for client partners across healthcare, contact centers, retail, government, and beyond.

To learn more about True Image Interactive and our solutions, visit trueimageinteractive.com.

