



Career Opportunity Alert

Aderant has called out **Product Support Specialist** positions and we're hoping that you would share this opportunity with your network of talent.

Aderant is a global industry leading software company providing comprehensive business management solutions for law firms and other professional services organizations with a mission to help them run a better business.

Product Support Specialists provide exceptional customer service to clients by providing technical support and answering complex questions on the function and usage of the product via telephone and or internet. This dynamic role addresses, documents, and resolves client issues while adhering to service level agreements to move the product forward.

Qualifications:

- Excellent general technical skills for troubleshooting software issues, networking issues, database issues, web issues, and related.
- 3+ years' software-related support experience is preferred, but not required.
- 3+ years' experience working with customers is preferred, but not required.
- Candidates for this position should be familiar with SQL, experience with relational databases, Windows Operating Systems, and web applications.
- Basic knowledge of Legal environments, not required, but are a plus.

- Able to resolve general product problems via telephone or email support.
- Excellent writing, editing, interpersonal and communications skills.
- Proficient PC skills used, as required, for testing, troubleshooting, call logging, product configuration.
- Good problem-solving abilities and logic skills.
- Professional appearance and presentation required.
- Salesforce or comparable support ticketing system experience is a plus.

Locations

This is an in-person/hybrid opportunity in Atlanta, GA.

Pay & Benefits – For more details please Join my information session on Wednesday, March 20, 2024 @ 1:00pm or 7:00pm to get more information about the job opportunity including salary, benefits, and bonuses.

Zoom Session #1

When: Mar 20, 2024 01:00 PM Eastern Time (US and Canada)

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZ0tcOypqD4oH9NwXHhyC3iIbcUhqT4y6Qkc>

After registering, you will receive a confirmation email containing information about joining the meeting.

Zoom Session #2

When: Mar 20, 2024 07:00 PM Eastern Time (US and Canada)

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZMpdOuoqTgqHNQdMYRKYPPCXw7e0W9y2EDx>

After registering, you will receive a confirmation email containing information about joining the meeting.

Expected Start Date

April 2024

What's Next: Please follow the (3) steps below:

1. Please register your profile information on the OneTen Career Marketplace to see more exciting job opportunities:

[OneTen | OneTen Career Marketplace Registration](#)

2. Please complete this [interest form](#) and email a PDF version of your resume (*saved as FirstName LastName*) to talent@oneten.org with the subject line “*Aderant Product Specialist*”. Please copy Dr. Maxine Cain @ Maxine@stematlantawomen.org
3. When asked how you heard about this job opportunity, please enter Dr. Maxine Cain

The deadline to apply is **March 25th**.

Please let us know if you have any questions or need any additional information!

Dr. Maxine Cain – Maxine@stematlantawomen.org or 678-591-7708