



Website Support Coordinator **Quincy, MA**

Core Job Responsibilities:

- Triage incoming support requests/tickets for Atlantic Broadband website and web-based applications internally or with related development and design vendors.
- Work with our development team/engineering to identify and isolate issues.
- Conduct or assist with data import and analysis.
- Quality Assurance/testing requirements to verify new website features or product/self-service development functions.

Job Qualifications, Certificates, Licenses and/or Knowledge and Experience

- Computer programming skills, technical certification or experience developing web based applications is a strong bonus.
- Understanding of database concepts, ability to create or execute SQL queries is a plus.
- Experience in SQL, C++, C#, Microsoft .NET, PHP, Oracle, or HTML5 is helpful but not required.
- Database management.
- B2B technical support experience is strongly preferred (online or in-person).
- Strong communication and teamwork skills, and the ability to translate technical concepts into user-friendly language.

Education and/or Experience

- At least 1 year of IT technical support, Web based application support, or technical customer service support.
- BA/BS or technical certification in MIS, database administration or similar related field is preferred.

Other Qualifications and/or Duties

- Ability to work under pressure with a diverse team.
- Ability to work under moderate supervision.
- Attendance and punctuality are both essential functions of this position.
- Travel may be required.
- Other duties as required.