



## Product Support, Internal Applications

U.S. Figure Skating, the National Governing Body (NGB) for the sport of figure skating, located in Colorado Springs, Colorado, is accepting applications for the position of Product Support, for our internal applications to include Event Management, Learn to Skate USA and Membership Management Systems . U.S. Figure Skating is a member of the United States Olympic Committee (USOC) and the International Skating Union (ISU).

### Responsibilities Include:

- Provides answers to clients by identifying problems; researching answers; guiding client through corrective steps. Working with customers/employees to identify problems and advising on the solution.
- Logging and keeping records of customer/employee database queries.
- Analyzing call logs to common trends and underlying problems.
- Testing and fixing faulty database queries
- Write and maintain client reference documentation.
- Participates in development of client training programs by identifying learning issues; recommending instructional language.
- Improves system performance by identifying problems; recommending changes.

### Qualifications:

Applicant must hold a Bachelor's Degree in Business Management or 5-7 years of experience in figure skating, with proven experience in Information Technology software applications. Applicant must be available to travel as required. Knowledge of figure skating competition and program structure and an overall knowledge of figure skating is highly preferred. Applicant must possess excellent communication and time management skills with a high level of initiative. Applicant must demonstrate the ability to build strong relationships with volunteers and employees from all levels of the organization.

### Classification:

Exempt

### Reporting Requirement:

Reports to the Senior Director of IT

### Salary:

Salary commensurate with experience.

**Application:**

Send letter of application and resume to: Jim Fox, Human Resources at [jfox@usfigureskating.org](mailto:jfox@usfigureskating.org). Please have references available upon request. No calls will be accepted. Review of resumes and applications will begin immediately and applicants will be accepted until the position is filled.