

Job title	Customer Support & Forms Specialist
Location	Allen, Texas

Duties and responsibilities

- Develops supplemental forms to the state premium tax returns, using proprietary development tools
- Researches, analyzes, and implements form changes
- Provides product support, including phone, email and web support while developing professional relationships with customers
- Tests changes to the software in development before it is released to customers
- Maintains state specific documentation for tax laws, tax positions, and standards
- Contacts government agencies regarding form availability, changes and other developments
- Provides suggestions for enhancements and improvements to the software and processes
- Meets deadlines and commitments
- Other duties as needed or required

Qualifications

- High degree of accuracy and attention to detail
- Strong and effective communication skills, both written and verbal
- Ability to multi-task
- Good mathematical and organizational skills
- Strong analytical and problem-solving skills
- To work well in in a team environment, as well as independently
- Willingness to work overtime as necessary or required

Working conditions

- Background Check
- Drug Test
- Work Status

To be considered for a position, please fill out an application here:

<https://tritechsoft.com/form/index.php/job-application>