



TLM Tech Support I

Contact: AUTOMATIC DATA PROCESSING

Email: automatic_data_processing@countyjobs.careers

https://al-madison.countybuyselltrade.com/jobs/tlm-tech-support-i_norfolk_72749

Address:

2631 Sonoma Blvd, Norfolk

Price:

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DetailsApply

ADP is hiring a Technical Support Analyst I - TLM. In this position you will provide Tier 2 technical support to associates and clients or their IT personnel regarding the resolution of product hardware, software and operating system issues via phone or remote access for all ADP Time and Labor Management supported applications or products in a high volume and professional environment. Identifies product issues and requirements and submits them to Tier 3 support or Development as needed. Takes ownership of escalated issues from high value ADP clients, works directly with the client or their IT personnel, including on-site visits if necessary. Suggests possible solutions to ensure they are maximizing the benefits of all related ADP applications to meet the client's specific need and advise of potential compliance issues.

Work with various business units on projects regarding product enhancements or technology upgrades, including QA testing of new software releases and pilot planning for new releases. Will prioritize development items and work with various development teams to ensure requirements are met. Responsible for working directly with 3rd party integration platforms and multiple timeclock vendors for hardware related issues to ensure proper support for clients. Support the associate end users, including installation, upgrades, maintenance, troubleshooting, and diagnostics to determine solutions and alternatives. Stay current with emerging technology and trends in order to provide technical support for product rollouts and/or existing offerings. At ADP we are driven by your success. We engage your unique talents and perspectives. We welcome your ideas on how to do things differently and better. In your efforts to achieve, learn and grow, we support you all the way. If success motivates you, you belong at ADP. We strive for every interaction to be driven by our CORE values: Insightful Expertise, Integrity is Everything, Service Excellence, Inspiring Innovation, Each

Person Counts, Results-Driven, Same Social Responsibility. RESPONSIBILITIES:

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