



AME Software Products, Inc.

Customer Support Technician

Location: San Marcos, CA

Job Type: Full-Time (On-Site)

Schedule: Monday–Friday, 8:00 AM–5:00 PM

Pay Rate: \$25/hr

Description:

We are looking for a Customer Support Technician who enjoys helping people, can communicate clearly, and is comfortable learning new systems. This is not an IT role — you will not be handling servers, networks, or hardware. Instead, you will guide customers through our software, answer questions, and troubleshoot common issues.

No prior software experience is required. We provide hands-on training, and beginners are encouraged to apply.

Key Responsibilities:

- Assist customers through inbound phone calls, email, chat, and our ticketing system.
- Help clients navigate the AME program and help trouble shoot common user errors.
- Explain technical information in simple, customer-friendly language.
- Take ownership of customer issues from start to finish, including follow-ups when needed.
- Maintain accurate customer records and update account information.
- Use good judgment and follow established support processes.

Nice to have:

- Some customer service experience (call center, retail, receptionist, admin, or similar).
- Comfortable speaking with customers throughout the day.
- Basic computer proficiency (Microsoft Office, Outlook, typing, navigating software).
- Familiarity with payroll or accounting concepts preferred but not required.

Benefits:

- Health, Vision, Dental Insurance
- Sick Pay
- PTO after 1 year of employment

If you are interested or have any questions please submit your resume to eric@amesoft.com with subject line Customer Support Technician



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