



Job Title: Product Support Analyst

Reports To: Melissa Mangan, VP of Product Management

Department: Product Management

Job Summary:

WellRight is a leading provider of corporate wellness software, used by organizations to improve the health of their employees and clients. Our mission is to change people for good through positive habit formation focusing on six dimensions of holistic health: physical, emotional, financial, social, occupational, and purpose. Our highly-configurable software spans both the administrative side of running a wellness program as well as the user-facing side of program participation.

We are seeking a full time Product Support Analyst to report to the VP of Product Management and work closely with the Product Management, Support, Account Management, and Development teams to ensure proper prioritization and inclusion of requirements to meet customer needs and requirements between stakeholders and Development. If you are a motivated problem-solver with a positive, inquisitive attitude and like working in a fast paced environment then this job is right for you!

Responsibilities:

- Responsible for project management of all support escalations, from escalation, triage, qualification, investigation, and communication of completion
- Become product expert and able to answer questions from Development and QA teams as well as stakeholders like Account Management, Support and Sales
- Identify trends in support requests and escalations, in order to make product enhancement recommendations to remedy top issues
- Understand business and user requirements in order to work with Product Managers to identify and suggest product solutions
- Implement a training plan for internal end users

- Work with Product Management to influence feature development of the internal Support product line
- Present monthly trends to stakeholders
- Run stand ups for Production Support Developers

Requirements:

- 2+ years experience working at technology-focused companies, ideally with experience in Product Management, Project Management, Support, Account Management, Engineering, or Business Analysis
- Technical understanding and ability to work closely with developers, but at the same time effectively communicate technical solutions to non-technical staff
- Ability to manage multiple priorities, comfortable prioritizing, and effectively deliver in a fast-paced, dynamic environment
- Strong project management and organizational skills is a must - know how to conceptualize and execute a plan
- Portray positive attitude and provide feedback in a constructive fashion
- Excellent analytical and Innovative problem solver who can quickly grasp concepts and turn ambiguous problems into clear solutions
- Bachelor's degree or equivalent relevant experience

About WellRight:

WellRight is based in Chicago, but due to COVID-19, we're currently 100% remote.

Benefits include: Unlimited PTO, flexible work schedule, at-home internet stipend, medical, dental, and vision, 401k matching, paid short-term and long-term disability coverage, parental leave, and competitive compensation.

WellRight is committed to a diverse, equitable, and inclusive workplace. We welcome people of all backgrounds, experiences, abilities and perspectives. We encourage women and underrepresented groups to apply.