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4 Tiered support; level definitions

Our support staff have been assigned levels according to experience and qualifications as below. This document is to help you better understand your duties and role in support and development.

Level	Qualifications	Competency
1	College certificate in software development, IT or support, or 3 years experience.	Install software, MS SQL, troubleshoot database connection issues basic help with how to use the software, set up Word templates, manage and setup new cloud servers, update knowledgebase, create new tickets and Programming requests (PR's).
2	As per level 1 plus – More than 2 years experience working with RentalPoint Software	As per level 1 plus; implement new client systems, provide on site or online training. Configure parameters and setup for clients. Troubleshoot advanced issues.
3	As per level 2 plus – Option 1 Programmer; able to read and understand source code, make adjustments, perform custom coding to clients requirements. Or Option 2; Senior level analysis with more than 7 years experience working with RentalPoint Software	As per level 2 plus; advise clients on best usage of software in complex situations, design solutions, work directly with clients on custom coding solutions, test solution and implement solution for client.
4	As per level 3 plus – manager; 20 years experience in commercial software development, oversee all software development and support staff, decide on direction of new software development, hire staff and mentor all support and development staff.	As per level 3 plus; Consult with clients, design and quote (estimate price) on custom coding solutions, oversee development of custom solutions.