

Technology Support Center

As evidence to the CDS commitment of extraordinary customer service, our customers are assigned a Client Advocate. As principal liaison to our clients, your Client Advocate is the primary day-to-day support regarding:

- Coaching staff and intervening to enable resolution of complex or escalated issues
- Customized and edited technical communications regarding processes and infrastructure
- Maintaining cohesive business relationships with customers' senior management staff as well as internal support management

In concert with your Business Support Analyst, your Client Advocate will also:

- Focus on being an integral part of every project assigned
- Ensure all customer business and technical operational requirements are identified, documented, monitored and implemented
- Manage project communications requirements
- Gather technical requirements
- Interpret business needs into technical requirements
- Execute project management duties and develop documents
- Establish and facilitate technical kickoff overview conference, weekly project status, interface and security meetings
- Assist in the development of project scopes and charter
- Document specific requirements and interface needs, assumptions, constraints, considerations and impacts for assigned transitions, splits or merges
- Coordinate, monitor and track progression of interactive testing
- Manage, represent and update all project issues to closure

Your CDS Client Advocate, and all of your support team, will approach every situation with the focus, enthusiasm and expertise required to give you the best experience possible.