

WORK VAPOR

Job Link: <https://workvapor.com/jobs/customer-care-analyst-lending-systems-remote-usa-competitive-salary/>

HIRING ORGANIZATION

Computer Services, Inc.

EMPLOYMENT TYPE

Full-time

JOB LOCATION

US

? Remote work from: US

DATE POSTED

? 02/14/2026

CUSTOMER CARE ANALYST – LENDING SYSTEMS, REMOTE USA

DESCRIPTION

Company: Computer Services, Inc.

Position: Customer Care Analyst

Industry: Banking Technology | Financial Software | Lending Systems

Location: United States (Remote)

Employment Type: Full-Time

Salary: Competitive Salary + Performance-Based Incentives (Based on Skills, Experience & Location)

HR Contact: recruiter@csiweb.com

Key Responsibilities:

- Provide advanced product and application expertise across multiple CSI solutions
- Create detailed post-conversation action plans to enhance client product usage
- Gather customer requirements and develop comprehensive project plans
- Lead or support multiple client projects simultaneously, including high-profile accounts
- Deliver virtual and/or on-site project support, system training, and utilization reviews

Technical & Functional Expertise:

- Maintain a knowledge base and documented problem-resolution library for escalation support
- Act as a point of escalation for complex issues requiring in-depth research and analysis
- Identify product trends and collect client feedback for internal improvement and enhancements
- Participate in system configuration, administration, and ongoing lending software

support

- Support system utilization reviews including scheduling, execution, and follow-ups

Skills & Eligibility:

- Minimum 5 years of relevant professional experience
- Technical education equivalent to a 2-year college or trade school
- Experience reviewing consumer and commercial loan documentation
- Working knowledge of lending compliance laws and regulations
- Strong analytical, problem-solving, and communication skills

Preferred Qualifications:

- Experience administering lending software systems
- Knowledge of system configuration, maintenance, and user support
- Ability to manage independent travel for client site visits when required

Additional Information:

- Visa Sponsorship: Not Available (Must be authorized to work in the U.S.)
- Equal Opportunity Employer
- Comprehensive benefits package including performance-based incentive eligibility
- Accommodation requests during recruitment can be sent to recruiter@csiweb.com