

Technical Support Engineer

We are looking for a support guru who thrives on providing support through many different channels of communication including: email, phone, chat, forums and social media such as Twitter. You're a great match if you possess fantastic trouble-shooting skills, are driven to help customers and have the ability to dive deep into a new product to learn it inside and out.

Required:

- Excellent customer service skills – the ability to be empathetic, accurate, compassionate, responsive, resourceful and conscientious
- Excellent organisational, written and oral communication skills - You must be able to convey technical jargon in a wide-array of syntax from beginner level users to developers in our tickets as well as knowledge base articles
- A strong sense of urgency
- Ability to empower end-users to support themselves using our knowledge base
- A passion for social media or web-based software
- An appreciation for easy to use, intuitive software
- Ability to evaluate, troubleshoot, and follow-up on customer issues as well as replicate and document for further escalation
- A desire to learn, master and teach

Experience/Skills Desired (but not all required):

- Basic knowledge of various mobile platforms; iOS, Android, Windows Phone, Blackberry
- Solid technical support experience
- Prior customer service role is essential
- Knowledge of HTML, XML, JavaScript or CSS
- Experience with RESTful API
- Basic understanding of UNIX commands (for search, and other command line features)
- Intermediate understanding of authentication technology (SAML, JWT)
- Basic understanding of how SaaS integrations work
- Experience troubleshooting in a SaaS environment with an assertive deploy schedule