



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 29, 2024

Published : Aug 29, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Miovision is a global industry leading company providing agencies and organizations modern tools to improve today's traffic problems. We offer solutions that collect multimodal traffic data and uncover actionable insights, helping organizations get more out of their road network. The result: streets capable of moving more people – safely and efficiently – whether they are in a car, on a bus, on a bike or e-scooter, or walking. Since 2005, our systems have counted or assisted more than thirty billion vehicles around the world. With global headquarters in Kitchener, Canada, as well as operations in Germany, Serbia and the United States. For more information, visit miovision.com.

Position Summary

Customer Care is looking to hire a well-organized Customer Support Specialist to provide front-line IT support to all our customers with a primary focus on our North American intelligent transportation system (ITS) customers. Your primary function will be to answer support tickets and assist with whatever technical issues the client may be facing.

To ensure success as a Customer Support Specialist, you should have experience supporting hardware and software systems, high-level interpersonal skills, and the ability to triage complex IT issues. Ultimately, a top-notch Support Specialist can easily identify and solve technical issues on-site and via remote access.

Key Accountabilities

We are looking for a motivated, professional, and innovative colleague that combines an extensive knowledge of networking systems with strong customer orientation. As a Customer Support Specialist, you are responsible for:

- First point of contact responding to technical support tickets, chats and other engagement procedures.
- Talking directly to the customer to determine the nature of the technical issue.
- Identifying the nature of the hardware, software, or networking issue.
- Providing the customer with resolution choices.
- Providing assistance while installing new hardware systems, software upgrades, or networking communications.
- Providing some technical or operational training.
- Documentation of issues and case resolutions.
- Working with engineering when escalating technical issues / cases.
- Creating and editing knowledge base articles, ensuring our library of known issues and resolutions is up to date. Participate in KCS guidance.
- Collaborating on internal and external process optimization and improvement.
- Providing RMA / Warranty Parts Order Submissions and following up on fulfillment
- Triageing these tickets to appropriate SMEs for action and ensuring timely response to customers
- Interfacing with Engineering, Hardware, Product Management and other teams for:
 - Reporting bugs, resolving incidents, support escalations
 - Managing update and upgrade rollouts and schedules
 - Intake of feature requests
 - Acting as a voice of the customer in meetings

Skills/Qualifications

- Looking for a tech-savvy person to be able to understand technical concepts around our product and our customer's requirements, and align the two
- 3+ years experience in a technical support related function.
- Required passion and empathy to understand your customers and deliver to their needs
- Previously demonstrated leadership qualities that show your ability to be assertive, be a problem solver, be a builder, and improve people & processes around you.
- Strong creative, strategic, analytical, organizational, and relationship skills
- Strong oral and written communication skills
- Prior experience in tech support, desktop support, or a similar role.
- Experience with remote desktop applications and help desk software.
- Excellent problem-solving skills.

Additional Assets

- Degree in computer science or information technology.
- Fluent in additional languages a plus
- You have knowledge of the traffic industry
- You have Tier 1 IT and networking support experience

Perks and Benefits

Note: We do offer flexible onsite and remote work options. Our Benefits are designed to reflect this and include:

- Comprehensive health benefits starting on day one
- RRSP Matching Plan
- Variable Incentive Plan
- [Mio-Days](#): We extend all three-day weekends to four-days and provide a Holiday Shutdown in December
- Virtual Healthcare Service providing employees and their families access to healthcare providers 24/7
- Internet subsidy and a remote work allowance
- Enhanced paternity and maternity leaves
- Unlimited vacation policy
- Wellness offerings (Fitness, Mindfulness)

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. Please indicate if you require accommodation on your application, and our team will work with you to meet your accessibility needs.

PLEASE BE AWARE OF FRAUD: Applicants interested in applying for roles at Miovision should apply directly via the details provided on our careers page. We communicate directly with applicants and will not request banking information, payment, or fees during any point of the recruitment process. We do not conduct interviews via text message. If you suspect that a third party is impersonating Miovision or requesting payment for recruitment on behalf of Miovision, please alert us via recruitment@miovision.com.

To all recruitment agencies: Miovision does not accept agency solicitation or resumes. Please do not forward resumes to our HR alias e-mail address, to any Miovision employee, or to other Miovision e-mail addresses. Miovision will not pay any fees related to unsolicited resumes.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
