

Technical Escalations Specialist (Distributed – Canada)

THINKIFIC

Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 01, 2024

Published : Aug 01, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Thinkific is a software platform that gives anyone the ability to easily create and sell online courses, build vibrant communities, and monetize memberships. We believe in impactful and innovative work: our team of 260+ Thinkers is building and expanding an incredible product that empowers Creator Educators and businesses around the globe while working collaboratively to learn, grow, and succeed together. Join us to see how we're building one of the best workplaces in Canadian tech!

We believe every candidate should have a fair, inclusive, and overall great experience when exploring a new role with Thinkific. That starts with outlining our hiring process so you know what to expect every step of the way—click here to learn more: <https://thnk.cc/whattoexpect>

Do you love supporting your team and working directly with customers to solve their issues quickly and efficiently to create an unparalleled customer experience? We're looking for a **Technical Escalations Specialist** to join us at Thinkific.

As a Technical Escalations Specialist, you'll be part of a team that lives between Thinkific's customer-facing teams and the Product and Engineering teams for all things technical. The Customer Support, Customer Success, and Sales teams all funnel technical questions, complex problems, and software bugs to you and your team to triage, investigate, and solve alongside our Software Engineers. You'll contribute to building and developing a collaborative, passionate, and helpful team that provides the best support in the industry!

We are looking for a team member to work in the pacific timezone (PST) for this role.

Your goal will be to triage our Technical Support queue, made up of technical questions and problems often related to our integrations, Application Programming Interface (APIs), and Single Sign-on (SSO), Themes, and software bugs. Here's how you'll accomplish this:

- Investigate, identify, and document software bugs by reviewing console logs, conducting cross-browser and device testing, using query databases, checking our database logs, editing theme code (HTML/CSS), confirming custom domain setup, writing/running basic API scripts, and more
- Create and document processes and policies for Technical Support operations to help provide solutions and better equip our Support Team to handle common technical issues
- Translate technical challenges and investigation results into resources that both the internal Support team and customers can easily understand
- Be involved in the testing of new features as they are released and work closely with our Product team
- Liaise directly with Software Engineers on new bugs surfaced through customer reports after conducting initial testing on your own
- Communicate with our Solutions Engineers, customers, and prospects as our Technical Software Expert to verify compatibility of system requirements with Thinkific, discussing possible solutions and implementation methods (including the external development costs done by third-party experts)
- Provide mentorship and share your technical experience to help uplevel other members of the Technical Escalations Specialist team
- Participate in a rotating weekly on-call schedule that includes weekends (once every 7-8 weeks). Incident handling during that time accrues time off in lieu to be redeemed at your discretion

The person we have in mind likely:

- Has 3+ years of experience in an online customer support role with a strong focus on technical investigation and resolution
- Is experienced in supporting customers through multiple channels, including by email and phone
- Demonstrates experience being able to investigate, identify, and document software bugs
- Has hands-on experience with Zendesk or a similar ticketing system
- Love helping people—you can't help but to go above and beyond to support a customer!
- Possesses strong written and verbal communication skills—you can write a customer email, pick up the phone, or hop on a video call while expressing yourself clearly
- Is an independent problem solver—you can figure out how to solve a complex software problem, even if you don't know the answer to start
- Performs well under pressure and are able to handle emergency situations on the fly
- Loves to learn and grow. They've found (and keep looking for) ways to level up their skills in this field, whether that's through formal education, gaining professional experience, or maybe even building their own business

These things would also be nice, but we think you could learn them on the job:

- Demonstrates past experience working with various integrations, Application Programming Interface (APIs), and Single Sign-on (SSO)
- Feels comfortable answering technical questions and acting as a mentor to other team members
- Has been involved in the testing of new features and working cross-collaboratively with other technical teams

The recruitment compensation range for this position is \$60,000 - \$74,000 CAD

Diversity, Equity, Inclusion and Belonging & Accessibility

This is just our initial idea of who we're looking for! At Thinkific, we know that people have unique career journeys. If your experience is close to what we've described but you feel that you might be missing a few of the requirements, please still apply! We believe in equal opportunity and are committed to diversity, equity, inclusion, and belonging across every facet of our business.

We're also committed to providing a comfortable and accessible interview experience for every candidate. If there are any accommodations our team can make throughout our hiring process (big or small), please let us know.

<https://youtu.be/LLwsZfaoQkE>

What you can expect if you join Thinkific:

☑ An amazing team of talented, passionate, and kind Thinkers. Together, we've built an amazing, **award-winning culture**—we're a Certified Great Place to Work and one of Canada's Top Small & Medium Employers!

☑ The chance to build, improve, and innovate on a platform that's driving positive impact for **thousands of businesses and millions of students** around the world.

☑ **A competitive compensation package** including base salary, equity, team-wide bonuses, and an Employee Share Purchase Plan.

☑ **Flexible Paid Time Off** to maintain mental and physical health. Our team is encouraged to take a minimum 4 weeks of vacation, plus Thinker Holidays (extended long weekends in the summer) and time off for the December holiday season.

☑ **Health Benefits and Wellness:** Comprehensive benefits starting on Day 1 include health, vision, and dental coverage for you and your family, \$3,000 for mental health care, a short-term health plan, and an additional health or personal spending account. Plus, family friendly benefits include generous parental leave top-ups for up to 32 weeks, as well as fertility coverage and personalized return to work options.

☑ **Flexible Work.** Choose to work from home from anywhere in Canada, at our Vancouver HQ, a co-working space, or anywhere there's wifi for a change of scenery.

☑ **Learning & Growth.** An annual \$1500 USD Learn and Grow fund for conferences, seminars, or courses, plus training, mentorship, coaching, and internal promotion opportunities.

☑ **A home office setup** so you're ready to succeed with a company-owned Macbook Pro and a budget to order a desk, chair, or any accessories to help you work comfortably and productively.

☑ **Eats and Treats.** \$50 CAD per month to treat yourself with snacks, lunch, or groceries to cook at home.

☑ A place where you can **bring your whole self to work**. We know that different perspectives lead to amazing ideas, more innovation, and, ultimately, our success as a company. We welcome applicants of all backgrounds, experiences, beliefs, identities, and statuses. Whoever you are—we can't wait to meet you!

The Thinkific Vancouver office operates on the traditional, ancestral, and unceded territories of the [x̱maθḵəy̱əm](#) (Musqueam), [S̱wx̱w̱ú7mesh](#) (Squamish), and [Seḻw̱iṯulh](#) (Tsil'et-Waututh) Nations of the Coast Salish People. We encourage everyone to [learn more](#) about the original caretakers of the land that you currently occupy.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
