

Technical Support Analyst

Phone :
Web :



Job Summary

Vacancy :

Deadline : Sep 16, 2024

Published : Aug 16, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

As a Technical Support Analyst you're a Docebo product expert and the first point of contact for customer issues and questions. As a Technical Support Analyst, you can be the game changer in a customer's day. You will be helping with technical issues or answering questions that help clients utilize their system to the fullest potential. It is your job to ensure our customers have their questions answered, their system up and running, or their technical concerns alleviated.

As a Technical Support Analyst, you can be the game changer in a customer's day. You will be helping with technical issues or answering questions that help clients utilize their system to the fullest potential. It is your job to ensure our customers have their questions answered, their system up and running, or their technical concerns alleviated.

Responsibilities:

- Addressing customer issues by taking inbound chats, working live with customers through our chat functionality, ticketing systems, video/screen sharing, and other means of communication.
- Troubleshooting issues by asking clarifying questions and gathering information that lead to the root cause of the issue.
- Taking appropriate action that leads to quickly resolving issues and advocating for the customer when escalations are required.
- Following up with customers in a timely manner.
- Researching a technical issue using your troubleshooting skills and/or escalating to another technical team member.
- Having meaningful conversations with customers to manage their expectations on response and resolution times.

Requirements:

- Having the ability to learn and communicate software-related and technical concepts to customers.
- You love talking to people and being as helpful as possible.
- Having previous technical support experience working within SaaS or fast paced support organizations.
- Who fits our team well?
- You have a "call the customer" mentality when resolving technical customer issues.
- You enjoy the hustle and bustle of a fast-paced environment.
- You are an "owner of your work" and continuously try to improve every day.
- You are confident and love sharing successes with your team.
- Experience with LMS is plus.

Essential Job Functions:

- Ability to conduct chat or email conversations within a highly technical environment up to 8 hours per day
- Ability to read and comprehend complex technical material.
- Ability to remain seated or relatively sedentary for long periods of time.
- Reference various resource materials while simultaneously interacting with customers on the phone.
- Consistent attendance and punctuality in line with the expectations of a contact center environment.
- Comfortable closely following a set break & lunch schedule determined by the business based on customer need
- Possess positive, professional interpersonal skills.
- Ability to perform a broad variety of duties and responsibilities with accuracy and speed and successfully meet time-sensitive deadlines.
- Ability to consistently achieve the established performance metrics for the role.
- Candidates should be able to work a set shift that falls anytime between 7am - 11pm EST. Schedules are subject to change based on business need; We strive to provide ample notice prior to changing schedules, however you must remain flexible.
- Periodic Weekend On Call Coverage including but not limited to monitoring for urgent client tickets and actioning in alignment with response time and escalation standards

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
