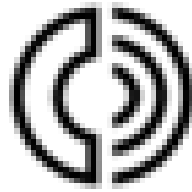


Technical Support Representative

jane@synergy1cc.com
Phone :
Web :



readymode

Job Summary

Vacancy :

Deadline : Jul 25, 2024

Published : Jun 25, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Readymode is a cloud-based all-in-one predictive dialer that intelligently connects call center agents with more leads in less time.

We are on a mission to “transform the way businesses communicate with their customers.” At Readymode, we live and breathe our Core Values, the 4 E’s - Empathy, Empowerment, Engagement and Excellence. We embody these at all times, whether that relates to our clients or teammates. Readymode is the place to be if you like to win and value a collaborative environment that will foster your growth.

Technical Support Representative

What You'll Do

- Provide technical support to end-users via phone, email and chat.
- Troubleshoot and resolve technical issues including VOIP/connectivity problems.
- Assist with setting up and configuring new accounts.
- Train new users to configure and use our software application.
- Collaborate with cross-functional teams to resolve issues.
- Help maintain knowledge base articles, FAQs, and troubleshooting guides to assist end-users and improve overall support efficiency.
- Use internal tools to document issues and unexpected errors.
- Ensure adherence to service level agreements (SLAs) and prioritize support requests based on impact and urgency.
- Coverage hours are 11:00 am - 7:00 pm PST.
- Other duties as required.

Required Qualifications/Experience

- Certificate/diploma in a technology field or one year of technical support experience.
- Strong interest in computers, software, and other technologies.
- Customer-centric mindset and positive attitude.
- Familiarity with troubleshooting issues in various versions of Microsoft Windows.
- Customer Service experience and great listening skills.
- Willingness to learn new processes and technologies.
- Excellent command of both spoken and written **English and Spanish.**
- Able to communicate efficiently and effectively.
- A desire to learn in a fast-paced environment.

The Perks and Benefits

- The tools you need to get the job done - company computer sent to you!
- Group RRSP matching
- A full benefits package that starts day 1
- Opportunity to participate in our Employee Stock Option Plan
- An education and training grant in your second year
- Work/life balance
- Remote and Flexible Work Opportunity

We are proud to be an equal opportunity workplace that is invested in building a culture that celebrates diversity and inclusion.

We appreciate your interest, please note due to the high volume of applications received, only short-listed candidates will be contacted. Thank you for your interest in Readymode!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
