Technical Support Specialist

Phone :
Web :

Job Summary

Vacancy :
Deadline : Nov 05, 2024
Published : Oct 05, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Loopio is a workplace that unleashes learning & growth opportunities for our Loopers. We provide autonomous, challenging work that allows each employee to master their craft. We attract and retain people who are naturally curious, have grit and are eager to grow and build their careers. At Loopio, we genuinely support each other, because true success comes from working as #oneteam.

Loopio is looking for a Technical Support Specialist to join our growing team! In this role, you will work with a team that is committed to providing exceptional product support. You will be the bridge between the User Support team and Software Development teams - making sure that problems are investigated, issues are logged, and fixes are shipped to our customers quickly.

What You'll Be Doing
• Triage issues from Customer Support and ensure they are tackled by the right team in the right time frame
• Reproduce issues and provide as much detail as possible to the Development teams
• Review logs and metrics to provide additional information - Bonus points for experience with Datadog and/or Sentry
• Verify fixes to important issues (and verify that the fix actually solves the customer's problem!) and update the Customer Support Team in a timely manner
• Create impactful reports for customers and internal teams - you'll be helping derive valuable insights on product usage and areas where we (and our customers) can improve
• Implement tools to improve processes and productivity for our Engineering and Support teams

What You Bring to the Team
• Excellent problem-solving and critical thinking abilities
• Superb research skills, you are driven to understand the root cause of a problem and understand how to source this information through various means!
• An inquisitive mind and the desire to learn more about technology and how web applications work
• Great communication skills - you'll be directly interfacing with many teams across the company and customers
• Extremely detail-oriented - you'll be analyzing logs, identifying patterns, reproducing and verifying customer issues
• Excellent organization skills - you'll be balancing many priorities
• Calm under pressure - continually able to communicate with customers and teams when things don't go as planned
• Solution-oriented - you bring ideas and results to the table with the resources you have
• 3+ years of professional software support experience within a SaaS or technical environment
• Experience with SQL
• Nice-to-have: experience with PHP, Javascript, React
• Experience with command-line interfaces (CLI) for executing scripts

Where You'll Work
• Loopio is a remote-first workplace because we recognize the advantages of working flexibly. We have Hub Regions spanning across Canada, UK, and India, which means that employees live and work remotely within a 300 KM radius of Toronto (within Ontario),Vancouver (within British Columbia), Ahmedabad (within Gujarat), Pune (within Maharashtra), and London (UK) and work within regular business hours in their timezone.
• Loopio's office headquarters are located in the heart of Downtown Toronto and a 12-minute walk from Union Station. All Loopers have the option to work from home. Ontario Loopers have the option to work in the Toronto HQ and BC Loopers may work from our co-working office in Gastown Vancouver. It is whatever works best for you!
• You'll collaborate with your teams virtually (we're just a Zoom call away!) and have established core sync hours and focus time during the workday to enable us to work smarter together

Why You'll Love Working at Loopio
• Your manager supports your development by providing ongoing feedback and regular 1-on-1s
• You have tons of autonomy and responsibility: this role provides an opportunity to try new things and push creative boundaries
• You'll learn more than you thought was possible; our team is obsessed with personal and professional growth (every Looper receives a professional mastery allowance each year)
• You'll be set up to work remotely with a MacBook laptop, a monthly phone and internet allowance, and a work-from-home budget to help get your home office all set up!
• Join us in regular company socials, AMA (Ask-Me-Anything), and quarterly kick-off to celebrate the big wins and milestones as #oneteam!
• You'll be joining a culture that has thoughtfully built out opportunities for connections in a remote first environment.
• We have Employee Resource Groups, various fun virtual activities, and many more moments for us to have fun and learn together!
• You'll be a part of an award-winning workplace and one of Canada's fastest growing companies with ample opportunity to make a big impact here!

We recognize that all too often, potential candidates don't apply for a position simply because they don't hit every single criteria included in the job description—particularly members of underrepresented groups.

Whether or not your experience checks off all the boxes on a job posting, we still encourage you to apply to ensure that your application receives a review from our team. We understand that a resume can only showcase so much during the applicant stage, so we've created prompts in the application for you to share more about yourself. If you've made a career transition (or a few!), you're self taught in a new role, or you have skills/experience you'd like to highlight, we want to hear more about what you could bring to the table.

Loopio is an equal opportunity employer that is deeply committed to building equitable workplaces that are diverse and inclusive. We actively encourage candidates from **all** backgrounds and lifestyles to consider us as a future employer. Please contact a member of our Talent Experience team (work@loopio.com) should you require accommodations at any point during our virtual interview processes.

Apply for this job

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits