

## Technical Support Specialist



**SCOOP**  
ROBOTIX

Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Jul 27, 2024  
Published : Jun 27, 2024  
Employment Status : Remote  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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We are seeking a detail-oriented and customer-focused Technical Support Specialist to join our team. The successful candidate will provide expert assistance and troubleshooting for our software products, ensuring a high level of customer satisfaction. This role involves resolving technical issues, guiding users through problem-solving processes, and escalating complex cases to higher levels of support when necessary. By joining our team, you will have the opportunity to contribute to the renewable energy sector, playing a pivotal role in the global transition to sustainable energy solutions. Our company is at the forefront of developing innovative software that supports the deployment and management of renewable energy projects. Working with us means you will be directly involved in driving the adoption of clean energy technologies, reducing carbon footprints, and making a positive impact on the environment. If you are passionate about technology and committed to making a difference in the world, we encourage you to apply for this exciting opportunity to be part of a dynamic team dedicated to a greener future.

- Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent work experience.
- Minimum of 2 years of experience in technical support or a similar customer-facing role, preferably in a software environment.
- Proficiency in troubleshooting software applications.
- Familiarity with operating systems (Windows, macOS, Linux) and basic network troubleshooting.
- Familiarity with mobile apps and web applications
- Strong analytical and problem-solving abilities.
- Excellent verbal and written communication skills.
- Ability to explain technical concepts to non-technical users.
- Personal Attributes: Patient and empathetic with a customer-first attitude.
- Ability to work independently and as part of a team.
- Strong organizational skills and attention to detail.

We are a rapidly growing mission-driven technology company operating in the climate tech space. Driven by our dual passions for technology and to combat the pressing challenges of climate change, our innovative products empower solar, wind, EV charging and other sustainability focused businesses worldwide to speed up operations and contribute to achieving climate goals.

Scoop® is a powerful, mobile-first project management and workflow automation platform built specifically for today's solar, renewable, and sustainable infrastructure firms and their distributed teams. The user-friendly platform allows leaders to use a no-code environment to create their own robust Apps and Templates to execute installation and maintenance of renewable systems efficiently. Along with its companion products - GLOO™, an integration platform connecting over 600+ cloud-based tools, and LOOXY™, a drag-and-drop BI/Analytics platform, the Scoop suite of technologies is designed to eliminate inefficiencies, increase growth readiness, ensure smooth workflow automation and provide actionable business reporting. From residential solar, energy storage, and EV charger installations to large-scale commercial electrification projects, Scoop increases operational efficiency, simplifies reporting, and enables real-time collaboration across office, field, and partner teams.

- **Customer Assistance:** Respond to customer inquiries via phone, email, and chat, providing timely and effective solutions to software-related issues.
- **Troubleshooting:** Diagnose and resolve technical issues related to software installation, operation, and performance.
- **Documentation:** Maintain accurate records of customer interactions, issues, and resolutions using the company's ticketing system.
- **Knowledge Base Management:** Develop and update internal and customer-facing documentation, FAQs, and knowledge base articles.
- **Product Expertise:** Stay up-to-date with new software releases, features, and enhancements. Provide feedback to development teams on potential improvements and recurring issues.
- **Escalation Management:** Identify and escalate complex issues to higher-level technical support or development teams, ensuring effective resolution and follow-up.
- **System Monitoring:** Monitor system performance and proactively address potential issues to prevent downtime and improve user experience.
- **Collaboration:** Work closely with other support team members, developers, and product managers to ensure seamless support operations.
- **Working Conditions:** The position may involve occasional travel to customer sites or company events.
- Previous experience as a technical support specialist for a B2B software as a service company
- Strong written communication skills
- Proficiency with organizing, writing and formatting help articles including visuals and videos
- Ability to multitask and prioritize tasks efficiently
- Experience with help desk ticketing and customer knowledge base systems
- Strong problem-solving skills and attention to detail
- Nice to have: experience setting up support software such as Freshdesk and Intercom
- Nice to have: experience with customer facing LMS software
- Passionate entrepreneurial driven team with a clear mission.
- A work environment that values you individually and your contribution as a team member.
- The opportunity to be a part of a growing world-class team pushing the limits of technology, renewables and business strategy.
- A culture and management style rooted in transparency, empathy, personal responsibility and team accountability.
- Space to be creative, experiment and innovate.
- Massive career growth and advancement opportunity as the team grows rapidly.
- Primarily remote team and work environment. Regular connects via daily standup and weekly functional team meetings.
- Goal setting, planning and tracking via OKR methodology.
- Focus on Customer Success
- Build Deep Scalable Technology & Solutions
- Good Design Matters
- Quality, Quality, Quality
- Don't Settle, Do Better
- Find the way or make one

Our mission is to help new energy and green infrastructure companies become as healthy, efficient and profitable as possible. On a personal level we believe this is our best chance to have a meaningful impact on battling climate change - the most serious challenge of our generation.

All full-time employees are eligible for our comprehensive benefits program including full health, dental and vision coverage. Please note, due to the high volume of applicants, only those selected for interviews will be contacted.

- **Fastest Growing Industries:** Scoop Robotix is at the intersection of exciting and rapidly growing industries namely intelligent automation technology and the renewables / sustainability sector. Gaining experience in these fields will be hugely valuable in terms of setting the right career trajectory and in relation to the future of the job market.
- **Sweetspot of Growth:** Scoop is at that very attractive sweetspot whereby it has fully confirmed product-market fit but is at the beginning of the path to significantly grow the team. As such for the next 5-10 team members that will be joining the team and who have a leader mindset, this presents the most fertile ground floor opportunity for growth.
- **Global Mission:** Scoop mission "powering the renewable energy / sustainable infrastructure workforce" is global and cross-industry. As such there is no limit to the depth and breadth of capabilities that we can build which translates to many interesting, exciting technical and business problems to solve with a variety of cutting edge technologies over time.
- **Deep Technology:** Our founders proven industrial background is in developing valuable IP in the robotics, automation and intelligent algorithms to solve real world problems. Working at Scoop provides a front-row seat to building cutting edge technical and business solutions and the bragging rights that go with that.
- **Significant Career Upside:** We believe strongly in early leader employees participating in the long term upside of the business. We provide this opportunity through granting of stock options and other financial performance bonuses.
- **Making an Impact:** Last but definitely not the least, when you write a line of code or onboard a new customer or create a marketing campaign at Scoop Robotix you know it's not just a job but a mission that is making a positive impact in the world and this is what keeps us all energized and engaged!

[See more open positions at Scoop Robotix](#)

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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