

Technical Support Specialist



Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 29, 2024

Published : Sep 29, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Smile is the largest & most trusted provider of loyalty programs in the world. We power the loyalty programs for over 100,000 eCommerce & omnichannel merchants, collectively rewarding hundreds of millions of shoppers people. Above all, we strive to make people happy - from our merchants, to their consumers, to our own team. The Smile team is globally distributed with employees in Canada, the USA, South America, EMEA, and APAC. We've been recognized as a "Best Place to Work" in Canada and look forward to continue expanding this on a global scale. As a business, we are in constant evolution and the same is true of our people - we're here to support each other in our growth.

About the Team:

The Merchant Experience (MX) Team is all about prioritizing our merchants. We're currently in search of an experienced Technical Support Specialist to join our dedicated Technical Support team. In this role, we're not just looking for technical expertise; we need someone who excels in communication, both written and spoken.

In this role, you'll be the go-to expert for untangling the more intricate and technical issues our merchants face while navigating the Smile platform and we're counting on you to be the bridge between our users and our Engineering team. When things get tricky, you'll liaise with our Engineers for escalations, ensuring that complex issues are addressed promptly and efficiently.

This is a full-time role and we are looking to fill 11am-7pm EST/ 8am-4pm PST.

What We're Looking for:

- You're a highly technical self-starter who thrives in a fast-paced and changing environment.
- 2-3 years of experience working in a technical capacity, preferably at a SaaS company. For this role, we're looking for someone who has experience with: JavaScript, SQL, HTML, CSS and API's. For example: you should be very comfortable using a browser debugging tool to figure out the root cause of a technical issue, or explaining how a merchant can achieve a result using our API. Bonus points if you have experience with: Metabase and Datadog
- You have excellent written communication skills and can translate technical concepts into user-friendly explanations for our merchants, as well as communicate effectively and proactively with your teammates. (We primarily use Slack, Notion and Google Meet).
- You have the ability to creatively problem-solve and improvise in ambiguous situations. We value common sense with a bias towards action.
- You can context switch, delving into varying degrees of complexity in issues and support requests over the course of a day.
- You love talking to people and always put the merchant first - whether it be via email, chat or phone, your people skills and empathy shine through.
- You have a desire to be the voice of our merchants at Smile. You're keen to help influence product changes and build resources to help our merchants learn all there is to know about Smile.
- You're comfortable working 8am-4pm EST. Our merchants are world-wide and we are looking to expand our current coverage to ensure we provide the best support to them.

What You'll Do:

- Communicate with our merchants through email, chat and occasionally phone conversations. Troubleshoot technical issues, and work with our Product team to escalate necessary issues while effectively owning the solution and necessary follow up.
- Create internal and external support documentation (help.smile.io) about Smile and strategy to help merchants make the most of their rewards program.
- Collect and share valuable User Experience feedback from our merchants for product improvements.
- Engage and collaborate with a remote team spread across the world.

What you'll help us achieve:

- 5-star Shopify app store generation, meeting or exceeding individual target quota. This is crucial for this role.
- A team Customer Satisfaction (CSAT) score of 90% or better.
- Internal efficiency. Ask the right questions to uncover the root of any issue/query and respond rapidly.
- Clean internal conversation flow that fosters a positive merchant experience and sentiment.

Our commitment to candidates:

At Smile, we understand that finding a new role is challenging and that self-doubt or imposter syndrome can prevent you from applying to a role, don't let it! You have a ton to offer and we want you to feel encouraged to apply, even if you don't check all of the boxes. If you are passionate about eCommerce and helping merchants grow through loyalty and reward, connect with us.

At Smile, we rely on a range of backgrounds, experiences, and ideas. We value diversity, and we're proud to be an inclusive, equal opportunity workplace. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. Smile welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
