

**Technical Support Specialist
[Hybrid, or Remote]**



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 11, 2024

Published : Jun 11, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

We're Hiring!

We're looking for brilliant thinkers to join our #Rocketeers. If you've ever wondered what it's like to work in a place where people enjoy their work and where talent is more important than the title, then keep reading.

What is ScalePad?

ScalePad is a market-leading software-as-a-service (SaaS) company with headquarters in 3 major cities of Canada; Vancouver, Toronto and Montreal. However, we are proud to say our employee reach is now global so we can best serve our partners all over the world.

Our success is no accident: ScalePad provides MSPs of every size with the knowledge, technology, and community they need to deliver increased client value while navigating the continuously changing terrain of the IT landscape. With a suite of integrated products that automate and standardize MSP's operations, analyze and uncover new opportunities, and expand value to clients, ScalePad is equipping the MSP adventure.

ScalePad has received awards such as MSP Today's Product of the Year, G2's 2024 Fastest Growing Product, and 2024 Best IT Management Product. In 2023, it was named a Best Workplace in Canada by Great Place to Work™. ScalePad is a privately held company serving over 12,000 MSPs across the globe.

You can contribute to our innovation and appreciate how your work is helping take this company to a higher level of operational maturity. More on that [here](#).

Your mission should you choose to accept it.

We are looking for a Technical Support Specialist to take our Backup Radar solution to the next level. If you're a strong problem solver, a fast researcher, constantly curious, and can't stand users having anything less than a stellar experience, we want to hear from you!

This is *not* your typical help desk job. Instead, this is a diverse, rewarding, and career-defining opportunity to go much further. As a Product Support Specialist, this makes ScalePad's job offering so unique:

- Our users are highly-skilled IT companies (no need to explain the right mouse button).
- Our app is developed to be intuitive to use. Bugs are squashed as soon as (or before!) they appear.
- We have a very modern approach to support, keeping it very friendly and personal.
- Currently, we only offer email support (using an awesome tool), and our users *love* it!

Responsibilities:

- Spend time interacting with users by email and occasionally by phone.
- Optimize documentation and processes that instigate changes to help scale.
- Gain unique insights into how tens of thousands of IT professionals operate.
- Work closely with our internal Partner Development Executives to provide technical/product expertise.
- Work closely with Product Management and Engineering teams to report and champion the resolution of bugs.
- Drive onboarding/adoption of the platform through your interactions with users.
- Champion our products by writing technical tutorials, publishing articles, and building inspiring demos.
- Document features and best practices, organizing them for discoverability and maintaining quality.
- Dream up and implement new ways to deliver, author, and interact with technical content.

Qualifications:

- 2+ years of experience in a customer success/support role, preferably in a SaaS environment.
- Have exceptional verbal and written communication ability (you need to be fluent and highly proficient in English).
- Can empathize with users and quickly grasp the issues they're facing.
- Have a good understanding of various IT concepts.
- Enjoy talking about technical concepts, have great analytical skills, and be comfortable explaining technically complicated topics simply and elegantly, even in challenging situations.
- Enjoy the puzzle of solving open-ended problems.
- Are adaptive and have no problem constantly learning about a changing technical product, even when it's a little out of your depth.
- Are happy to take on new projects, which can sometimes involve quickly researching to become a subject matter expert while seeing things through to completion.
- Are creative, collaborative, optimistic, communicative, intellectually curious, and clever.
- Able to quickly iterate and improve as a perpetual learner and teacher.
- Are proficient in basic HTML and Markdown.
- Have an understanding of API fundamentals / interpretation of JSON.
- Have a strong understanding of email deliverability.
- Have a strong general knowledge of software development.
- Have a strong sense of time management.
- Pay incredible attention to detail.
- Have a proven ability to multitask, stay organized and work rapidly in time-critical situations.

Preferred skills:

- You have experience within the MSP industry or adjacent IT industry.
- You have working knowledge of Regular Expression Fundamentals.

Perks, Perks, Perks.

- Mentorships by industry veterans with a 100% track record of industry success in funding and scaling software companies creates endless career opportunities
- Training and professional development budget provided to help advance your career and skills (available every year to every employee)
- World-class offices and facilities in downtown Vancouver, Toronto and Montreal, for locals seeking a hybrid experience
- Brand new, top-of-the-line hardware, and equipment providing an ideal working environment either at home or in the office
- A top of the line benefits package
- Monthly stipend to assist with creating the best hybrid work experience.
- Unlimited flex-time policy
- Employee Stock Options
- RRSP matching

Work-life balance.

We love our #Rocketeers! We value their work and recognize that to be a great #Rocketeer you have to have a work-life balance. Our teams work on a hybrid model.

This may mean working in one of our hub offices a few set days a week with your team or working remotely, whichever is deemed most beneficial for the success of the employee and specified role. Our goal is to provide the best work-life balance, whether that is in the office or at home.

Even while working remotely our teams are dedicated to staying connected throughout the day, so there is never a dull moment and you still feel part of the community, no matter where you are working from.

Dream jobs don't knock on your door every day.

ScalePad is not your typical software company. When we hire you, we aren't just offering you a job, but rather we are committing to investing in both you and your long-term career. You'll help shape how this modern SaaS company operates and make a genuine impact on the future of our people, product, and partners.

We invite all qualified candidates to apply. Please note, you must be eligible to work in Canada to be considered for this role. We thank you for your interest. However, only successful applicants will be contacted.

At ScalePad, we believe in the power of Diversity, Equity, Inclusion, and Belonging (DEIB) to drive innovation, collaboration, and success. We are committed to fostering a workplace where every individual's unique experiences and perspectives are valued, and where employees from all backgrounds can thrive. Our dedication to DEIB is woven into the fabric of our culture, guiding our actions and decisions as we build a stronger and more inclusive future together.

Join us and be part of a team that celebrates differences, embraces fairness, and ensures that everyone has an equal opportunity to contribute and grow. Together, we're creating an environment where diverse voices are not only heard but also amplified, where everyone feels valued, and where we can all achieve our full potential.

Please no recruiters or phone calls.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
