

Client Services Technical Support Representative

Primary Responsibilities

Support for the Client Services group (approx. 80%):

- Serve as the first line of support for assigned products—primarily via phone, but also through email, web-based tools, and occasional site visits
- Provide remote operational, reporting, and monitoring training to clients
- Meet quality and productivity targets (e.g., phone statistics)
- Escalate appropriate cases per current policies
- Document all customer interactions clearly and thoroughly
- Set appropriate client expectations and follow through to ensure resolution
- Remain accessible and responsive at all times

Additional duties (approx. 20%):

- Create and/or update Knowledge Base articles
- Serve as a team and departmental resource
- Participate in ongoing internal education and training

Skills & Abilities

- Strong verbal and written communication skills; comfortable interacting with clients, peers, and trainers using clear English
- Ability to learn independently and through formal/internal training
- Effective analytical, troubleshooting, and problem-solving skills; capable of “outside-the-box” thinking
- A true team player with solid interpersonal skills
- Demonstrated mechanical and electronic aptitude

Requirements

- Diplomatic and tactful in working with individuals from diverse roles and backgrounds
- Minimum two years of experience in Quality Assurance or Client Support within a technical environment
- Able to thrive in a fast-paced, high-demand setting
- Positive, team-oriented mindset
- Experience guiding clients through complex technical procedures over the phone