



Position: Technical Customer Support Level I

Department: Operations/Support

Reports to: Operations Lead

Revision Date: July 21, 2023

About Us:

L Squared is a SaaS company building the next generation of communication solutions for the modern business that harnesses the power of data, analytics, and a simple user interface to organize, distribute and publish content that is dynamic, relevant, and personalized. "The L Squared Hub" is an industry-leading secure cloud content management and distribution platform that supports SMB and Enterprise allowing any business to easily take their critical information and present it to customers, employees, and decision makers either on demand or by scheduling. Featuring an off-the-shelf or customized platform, that creates immediate visibility to core business metrics, communications, or simply information to keep key employees informed by bringing data, analytics, and communications to the forefront that empower employees to be more knowledgeable, productive, and informed.

Our best-in-class user interface combined with our cloud platform turns any existing TV, digital display, dashboard, desktop, or mobile device, anywhere in the world, into a powerful communication medium that is relevant and personalized.

Fit:

We have grown rapidly over the past two years, supporting high-profile clients in the USA, Canada, Europe, South America, Australia, and Asia. We are gearing up for even faster growth and looking for motivated, passionate, and intelligent team players that love to work in fast-paced, sometimes chaotic environments, who believe in integrity, mutual respect, quality work, and being customer obsessed to join our team.

If you think you would be a great fit for our team, please apply today.

Our Core Values:

- Obsessed with Client Success: We win when you win! We put the spotlight on you and will not be satisfied until you are!
- Shift Left: We'll find the right person to do the right job. Services drives us and we take full responsibility to make it easy and relevant on day one.
- Our People Are Key: We are problem solvers and our entrepreneurial spirit, energy, is infectious, they are smart,



- Do the Right Thing: We believe in integrity, honesty, accountability, trust, and kindness.
- Self-Motivated & Self-Aware: We believe in accomplishing goals, being curious and getting feedback.

About the Position:

We are in growth mode and need to hire curious, productive, technically proficient, smart, initiative-taking team players to join our team. This role reporting to the Ops Manager, will be responsible for onboarding of customers, solving real world customer problems, troubleshooting, and assisting sales teams with technical questions. This is a hybrid role that will require technical aptitude, communications skills, project management, process improvements skills and will provide exposure to customer deployments, integrations and operational work with both hardware and software. The ideal candidate will be someone that gets excited about complex technical problems, helping customers with adoption of the technology and bringing new features to life quickly to assist with new projects. As such we are looking for a dynamic, intelligent team player that has the skills, knowledge, and abilities to interface with customers and work autonomously on the following.

What the Company Will Provide to You:

- A fun, fast-paced, open, and friendly work environment
- Competitive average salary
- Company benefits (after probationary period)
- Training
- Company events

Principal Responsibilities:

As a Customer Support, your duties and responsibilities include but are not limited to:

- Respond to answering of tickets that are open by our customers in a professional and timely manner.
- Document meaningful notes and details for resolutions in IT documentation / incidents / requests / problems into Hubspot Ticketing Platform.
- Reporting and Proactive monitoring customers end points / devices / online or offline status and report and trouble shoot issues that are affecting up time.
- Provide reports on particular and specific customers and up time analytics, trouble shooting and tickets.
- Communicate technical findings via Teams and Reporting in Hubspot to keep interdepartmental teams informed on vital developments and issues affecting our customer base.
- Log and track reported issues to IT and vendors to troubleshoot and resolve various problems.



- Communicate proactively to ensure the end user is aware of status and next steps.
- Provide exceptional customer service through courteous, prompt, and accurate communication. Use customer service soft skills to address upset customers and remediate complainants without the need for supervisor involvement.
- Ability to work non-standard hours, weekends, and on-call as necessary.
- Other duties as assigned.

Requirements:

- Customer service mindset.
- Great critical thinking skills, problem solving, curious individual who likes to dig in and understand challenges, works through them and is committed to being adaptable.
- Minimum 1 year of direct end user support experience, including Microsoft Windows, PC Hardware, LAN/Wi-Fi Networks, mobile devices, Office applications, and remote users support experience.
- Experience with Microsoft Servers, Windows Operating System, Chrome OS, Chromium.
- Understanding of Computer Networks Firewalls.
- Excellent communication/ interpersonal skills.
- Lifelong learner, staying current with system information, changes, and updates.

Competencies and Skills:

- Not required but preferred bachelor's degree or education in engineering, computer science or another technical field
- Experience with imaging and customizing Windows 10