

Position: Technical Customer Support Level II
Department: Customer Success/ Operations
Reports to: Director of Operations
Compensation: 55-65K

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 are growing rapidly, supporting high-profile clients in the USA, Canada. We are gearing up for even faster growth and are looking for Self-Motivated & Self-Aware team players who are Obsessed with our Client's Success.

If you are passionate, S.M.A.R.T individual that loves to work in fast-paced, creative environments, and believe in integrity, mutual respect, quality work, then consider applying today.

What the Company Will Provide to You:

- A fun, fast-paced, open, and friendly work environment
- Competitive average salary
- Training & Development opportunities
- Paid Personal time off
- Company events
- Gym discount, Retail Perk plus free parking
- Flexible Health Spending Account

About the Role

As a Level II Technical Customer Support, you will be responsible for handling the complex technical escalations from Level I. You will leverage your advanced technical expertise and knowledge about the L Squared product to troubleshoot and resolve customer challenges, and provide in-depth analysis, and offer solutions, knowledge base for such future escalations.



ROLES AND RESPONSIBILITIES

- Document meaningful notes and details for resolutions in knowledge base documentation / incidents / requests / problems.
- Manage individual project priorities, deadlines and deliverables operating as the first line of support for the organizations leading enterprise and government clients
- Proactively migrate and deploy applications by following implementation plans and ensuring compliance with enterprise policies with 100% on time delivery.
- Answer calls when Level I is at capacity, solve escalated complex problems and update all the assigned tickets on daily basis and monitor SLA for Level I support.
- Communicate technical findings via proactive monitoring to keep interdepartmental teams informed on vital developments and issues.
- Log and track reported issues to IT and vendors to troubleshoot and resolve various problems.
- Reporting and Proactive monitoring for the clients to have their services up and running and Incident Response Team for any issues relating to servers or platform outages
- Manage implementation of new systems, coordinating closely with internal personnel and outside vendors.
- Support Sales teams on all closed deals ensuring IT requirements were satisfied and all customization requirements were assessed on a client by case basis
- Responsible and accountable for maintaining the inventory in stock and keep internal teams informed ahead of time to get the clients on board in timely manner.
- Communicate proactively to ensure the end user is aware of status and next steps
- Support Field Service Technicians with training and onsite/backup support for customer installations, troubleshooting, and understanding of applications
- Provide exceptional customer service through courteous, prompt, and accurate communication. Use customer service soft skills to address upset customers and remediate complaints without the need for supervisor involvement.
- Ability to work non-standard hours, weekends, and on-call as necessary.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Customer service mindset
- Great critical thinking skills, problem solving, curious individuals who like to dig in and understand challenges, work 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
- Microsoft Excel, PowerPoint, Teams, Power BI, etc.
- 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.

PREFERRED 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
- Critical Thinking, Problem Solving and Analytical Skills

