

Flex Technical Support Job Description

About Flex Rental Solutions and this Opportunity

Flex Rental Solutions provides Web-Based Rental Management software as a service to customers around the world. Our goal is to deliver functionality that allows our customers to solve their resource planning needs. Established over 8 years ago, we now have over 850 customers throughout the world and a growing team of 15 employees. We're growing our Support team and we're looking for a knowledgeable, professional, courteous, and proactive Technical Support Agent with an aptitude to help our customers get the most value out of their investment. We are a customer-centric company, and our focus is not only to solve customer technical issues but also create software solutions that help our customer in their day-to-day operations and responsibilities. We are here to be problem-solvers - -- whether it's a user error, system bug, configuration issue, or something else entirely.

Requirements and Expectations

As a Flex Technical Support Agent you will be responsible for answering inquiries and troubleshooting via phone, chat, web-based screen sharing, and email. You consider yourself an advocate and champion for the user by educating them on best use and help them achieve their goals. Our ideal candidate would be proactive in anticipating customer needs and developing intelligent solutions to implementation roadblocks or technical issues. You put the customer first, and always use empathy to guide how you respond to requests.

You are Flex savvy, but know when to rely on your team to help the customer and ask questions when you do not know the answer. You will be responsible for managing your time as a remote agent for Flex. You will work under the leadership of your Technical Support Lead, Devon Schroeder and the direction of Sales and Support Manager, Lisa Fossler.

Responsibilities

- Assist new customers through initial setup and software configuration.
- Help customers troubleshoot issues they encounter while using the software and provide actionable tips to resolve the problem.
- Send technical documentation through help desk documents or customized videos.
- Offer follow up screen share or phone calls when further clarification is needed
- Participate in weekly and daily support calls to discuss difficult cases with the support/sales team
- Assume remote control over customers' computers when necessary to resolve problems
- Ability to help with Custom Report request including requirement definition and working with the team to propose and deliver custom report solutions.
- Respond promptly and courteously to customer support tickets and update customer support ticket with troubleshooting steps and resolution documentation.
- Improves system performance by identifying problems, researching answers, and making suitable recommendations. Provides guidance to customers on best practices and steps towards resolution.
- Collaborates with the training team to identify customers who may need additional training or support.
- Communicates and documents possible bugs and errors to product development and programming teams in a timely manner.
- Off-hours. Be on call to assist customers who have gone offline and cannot access Flex. It is a rotation schedule for a one week time period. Currently, once every 8 weeks.