



POSITION: TIER 2 TECHNICAL SUPPORT SPECIALIST

LOCATION: MANCHESTER, NH

WHO WE ARE

Acuant is a leading B2B provider of identity verification technology. We are revolutionizing the way consumers transact by allowing businesses to quickly and seamlessly identify who they are doing business on any platform while protecting both parties. Join a global team that works with leaders in all industries to deliver best in class technology.

Acuant's Trusted Identity Platform provides complete identity verification based on your level of risk so you can build your business with valid customers. Powered by AI for the highest speed and accuracy, omnichannel products enable seamless customer experiences to increase conversions in the digital economy. Scalable, secure and compliant (KYC, AML & GDPR), Acuant allows businesses to establish trusted identities from any location in seconds. www.acuant.com

WHAT WE LOOK FOR

Acuant is known for delivering high level of customer support and satisfaction to our clients. This position is the primary interface for customer service with our customers. As such, candidates for this role must be extremely professional, customer-centric and possess excellent communication skills.

This person hired will also work closely with the product development team (tier 3) and the sales organization. The candidate will need to have strong technical skills, be able to quickly learn and become an expert with Acuant's suite of products.

Our associates are part of our team, contributing ideas and strategies that can have a visible and tangible effect on the future of our company. Our ultimate goal is to find someone who meshes with us and complements our team. This means a hard working, talented, helpful and humble person who is just as willing to get in and do menial tasks, as they are to lead an entire project to success.

WHAT YOU WILL BE RESPONSIBLE FOR

- Handle technical support inquiries from customers via phone or the company's web-based support website (ticket-based) from initial contact through resolution
- Escalate issues to product development (tier 3) when necessary and serve as a conduit between the customer and product development team
- Provide technical support and product expertise to the sales organization, including participation in pre- and post-sales discussions
- Participate in customer meetings, training sessions, and other forums as a technical product expert

- Develop metrics to measure key performance indicators related to customer support and identify and implement process improvements with the goal of streamlining the support process or improving the level of support provided
- Manage and expand an online knowledgebase that is accessible both internally and externally
- When time permits, the individual may also assist in the software quality assurance process by performing product testing
- While not expected to be a frequent occurrence, travel to customer sites may be required in some instances

Required Skills

- Minimum 5+ years' experience in technical support field
- Extensive familiarity with Windows operating system, Win 7 and above.
- Strong Windows-based technical skills, especially as they relate to software installation, configuration, and deployment
- Experience providing technical support to customers for complex hardware and software products, including the ability to determine whether a particular issue is caused by hardware, operating systems software, application programs or network failures
- Experience and technical knowledge of Windows Server and cloud environments such as AWS or Azure
- Experience with ticket-based support tools (e.g. HappyFox) and issue management systems (e.g. JIRA)
- Demonstrated ability to work independently within a team environment
- Strong troubleshooting and problem solving skills
- Organized, self-motivated, and have a high-level of attention to detail
- Excellent verbal and written communication skills, as the role requires effective communication, both internally and with customers, in speech and in writing

Desired Skills

- Comp TIA A+, Network+, Security+ Certifications is a plus
- Experience with Citrix and other terminal server environments
- Experience and understanding of the software development lifecycle

HOW WE VALUE OUR EMPLOYEES

- You will always be heard, decisions are collaborative
- Competitive compensation
- Challenging and rewarding work
- Generous benefits package
- Work with an incredible team of smart and mission-driven people