

Job Title	Technical Support Specialist	Department	Customer
Contract Type	Permanent Full Time Employee	Location	Auckland, NZ
Reports To	Kevin Soo, CPO	Direct Reports	None



Overall Purpose of the Role
<p>This is a key role in the Customer Success team. You will be providing technical expertise to enable the team to effectively onboard and support our customers, new and established for their ongoing success.</p>
Areas of Responsibility
<p>Customer onboarding:</p> <ul style="list-style-type: none"> • Responsible for the technical aspect of new customer onboarding. This involves collating and cleaning data from other systems and importing into Preno. • Facilitate new customer onboarding, setup and configuration sessions for new Preno customers by guiding them through the software via online onboarding and training sessions. <p>Customer support:</p> <ul style="list-style-type: none"> • Primarily responsible for “Tier 2”/technical support. This involves reviewing integration logs and database records to troubleshoot and fix customer issues. • Be the front-line responder for handling all inbound customer support and success phone call queries and online chat interactions. • Perform preliminary problem diagnosis from customer feedback. • Be responsible for our customers successful use of Preno, including picking up from sales conversions, proactive outbound calling and emailing, responding to feedback and requests for assistance. • Manage functional and technical customer issues through the support function and systems and following them through to satisfactory completion. <p>Continuous improvement:</p> <ul style="list-style-type: none"> • Evaluating and increasing the effectiveness of the Success and Support functions through systems, process, workflow improvement. • Support the Product team by facilitating customer feedback to the Product team. • Undertake additional admin duties as and when required.

Areas of Accountability

- Accountable to Chief Product Officer for effective performance in the role
- There will be no budget responsibility or direct reports associated with this role.

Experience and Professional Qualifications Required

- Demonstrable prior experience in a customer support or similar role in a software company.
- Experience working with a wide range of software and technical environments, including the use of API's and the configuration of software
- Experience in the hotel or accommodation industry would be an advantage.
- Educated to degree level or equivalent preferable.
- Experience of Google Apps, HubSpot, Intercom, Slack, Trello and similar systems is an advantage.

Skills Required

Customer focussed:

- A proven ability to develop excellent customer relationships
- Commitment to providing excellent customer service/success outcomes
- Creative and innovative in developing solutions to customer, business and technical issues

Technical:

- You're proficient with interpreting JSON, XML and CSV data
- You're a magician with Excel (or other data formatting tools)
- A good, general, understanding and knowledge of relevant product technology including traditional web and mobile standards, and product development lifecycles.

Communication and work ethic:

- Ability to work independently, manage deliverables and be accountable for key metrics.
- Capable of taking initiative in customer success and support to achieve successful customer outcomes.
- Ability to write and edit documentation, both internal and external, pertaining to the product use by customers.
- Accuracy with both spoken and written English is essential.
- Demonstrable ability to assign time and personal resources effectively.
- Strong self-starter with high standards and excellent attention to detail.
- Ability to communicate across disciplines and ensure understanding by all parties.

Competencies Required

- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Functional/Technical Skills** - Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- **Customer Focus** - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Interpersonal Savvy** - Relates well to all kinds of people, up, down and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgements and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Perseverance** - Pursues everything with energy, drive and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.
- **Dealing with Ambiguity** - Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Action Orientated** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

Additional Information

- Location of the office/workspace is subject to change.
- Flexibility to work from home
- Some limited travel may be required to support high-value customers.
- Flexibility in hours to support global markets when required.

Completed By

Kevin Soo

Date Agreed

18.12.20