



## Technical Support Representative Job Description

### akoyaGO Overview

akoyaGO is the leading provider of an online grants management software which supports the mission of foundations to make philanthropy better. As a strategic technology partner, we deliver a fully integrated end-to-end solution, from relationship management to fund accounting. We are passionate about helping foundations amplify their impact.

We provide a fast-paced entrepreneurial culture where we work together to move the company forward. A team of engaging, motivated, and energized individuals who work hard, play hard, we are committed to making a difference in the world of philanthropy. akoyaGO employees are serious about work while embracing a culture of flexibility to get the job done.

### Technical Support Representative Overview

Our Technical Support Representatives are key to our clients' success by providing timely, accurate, and friendly service. In collaboration with our team, they respond to client needs by answering questions, suggesting improvements, and troubleshooting issues. Technical Support Representatives have the opportunity to work with and learn about all of our software platforms, including MS Dynamics 365 CRM and Business Central, Power Apps, Power Automate, Power BI, SharePoint Online, and other Microsoft 365 applications.

### Responsibilities

- Resolve basic issues for our solutions in an efficient and friendly manner
- Author and publish help content to improve self-service resources
- Accurately capture notes, document activities, and manage cases in a clear and actionable way for teammates and clients
- Stay informed on product changes and rapidly learn information about functionality changes
- Be responsible for regular client follow-up on open incidents and quick resolution of reported incidents within customer expectations
- Act as the client-facing point of contact for all service-related needs

### Qualifications and Skills

- Excellent verbal and written communication skills
- Excellent client service and time management skills to handle multiple, concurrent tasks, and deadlines
- Ability to explain technical issues to technical and non-technical clients and staff
- Keen attention to detail for accuracy to deliver on client requirements with a time sensitive approach
- Exceptional client satisfaction driven approach and ability to learn new software quickly
- Proficient with Microsoft Office Suite; familiarity with Microsoft Dynamics 365 CRM software is a plus

### Compensation

Salary commensurate with experience, plus a comprehensive benefit package which includes:

- Medical, dental, and vision
- Life, AD&D, and disability
- Simple IRA (up to 3% company match)
- Paid time off; nine paid holidays

### Application

Email resume and cover letter to Jenn Canney at [jenn@akoyaGO.com](mailto:jenn@akoyaGO.com). akoyaGO is based in Minneapolis, MN and our preference is for candidates to be located within proximity to headquarters, though consideration is given to highly qualified candidates who desire to work remotely.

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akoyaGO is proud to be an equal opportunity employer and is committed to maintaining a diverse and inclusive work environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, physical or mental disability, age, veteran status, or any other basis protected by federal, state, or local law.