

Title: Technical Support Representative, Tier I Remote Available, MN, US

akoyaGO Overview

Dedicated to helping foundations achieve philanthropic goals through innovative technology, akoyaGO's experienced professionals deliver tailored solutions to diverse clients. Join our collaborative, innovative, and respectful community driving philanthropic tech innovation. Grow personally and professionally in an inclusive, creative environment, contributing to cutting-edge projects and making a global impact.

Role Overview

As a Tier I Technical Support Representative at akoyaGO you'll report to the Manager, Client Experience. You'll play a vital role in ensuring our clients' success by delivering timely, accurate, and friendly service and in collaboration with our internal teams, will address client needs, answer inquiries, offer improvements, and troubleshoot issues. This role offers the opportunity to gain expertise in a variety of software platforms, including MS Dynamics 365 CRM, Business Central, Power Apps, Power Automate, Power BI, SharePoint Online, and other Microsoft 365 applications.

Responsibilities

- **Issue Resolution:** Resolve basic issues related to our solutions efficiently and with a friendly approach.
- **Content Creation:** Create and publish instructional content to enhance self-service resources for clients.
- **Documentation and Case Management:** Maintain detailed notes, document activities, and manage cases in a clear and actionable manner for yourself, your teammates, and clients.
- **Product Knowledge:** Stay informed about product changes and acquire knowledge regarding functionality changes.
- **Client Follow-Up:** Ensure timely client follow-up on open cases and expedite the resolution of reported cases, meeting customer expectations.
- **Client-Facing Point of Contact:** Act as a client-facing point of contact for all service-related needs. This includes virtual meetings, in person events, phone calls, and email communications.
- **Escalation Management:** Escalate complex issues to Tier II and/or Tier III representatives when necessary, ensuring clients receive prompt and effective assistance.
- **Billable New Work:** Understand and provide information to clients on the distinction between support and billable new work and facilitate a smooth transition to the account management and/or technical services teams as appropriate. When completing the billable new work, responsibilities include creating estimates, obtaining client approval, executing the work, and accurately billing for their time.

Qualifications and Skills

- Excellent verbal and written communication skills, with a strong commitment to client satisfaction.
- Strong client service and time management abilities to handle multiple concurrent tasks and deadlines.
- Ability to effectively explain technical issues to both technical and non-technical clients and staff.
- Keen attention to detail to ensure accuracy while meeting time-sensitive requirements.
- Ability to quickly learn new software functions and features and ask appropriate questions to increase domain knowledge.
- Proficiency in Microsoft Office Suite; familiarity with Microsoft Dynamics 365 CRM software is a plus.
- Experience in customer service and problem-solving is preferred.

Compensation

We offer a competitive salary based on experience, plus a comprehensive benefit package, including:

- Medical/Dental/Vision coverage
- Life/AD&D/Disability insurance
- SIMPLE IRA with up to a 3% Company Match
- Paid Time Off, including nine paid holidays

Application

To apply, please submit your resume / CV to careers@akoyaGO.com and specify the position in the subject line.

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.