

Position Title: Technical Support Representative, Tier I

Position Overview

As a Tier I Technical Support Representative at akoyaGO you'll report to the Manager of Support Services. 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.
- **Internal Collaboration:** Collaborate with cross-functional teams in an objective, solution-focused way, prioritizing clear communication, effective troubleshooting, and customer-centric, sustainable outcomes.
- **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 in alignment with established procedures.
- **Product Knowledge:** Maintain current knowledge of akoyaGO products, platform enhancements, releases, and 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.
- **Client Communication and De-escalation:** Support clients with empathy and clarity, serving as a primary point of contact to address concerns, de-escalate issues, and maintain positive relationships.
- **Preventative Practices:** Proactively identify opportunities to reduce recurring issues by submitting detailed Product Suggestions, Documentation Requests, and contributing to training initiatives such as webinars, on-site trainings, and user conferences.
- **Escalation Management:** Escalate complex issues to the Manager of Support Services, or Account Management Team 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 Tier II and/or Tier III representatives teams as appropriate. When completing billable new work, responsibilities include creating estimates, obtaining client approval, executing the work, and creating timely and accurate time entries for invoicing purposes.

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 with Microsoft 365 applications; familiarity with Microsoft Dynamics 365 CRM, Power Platform, or Business Central is a plus.
- Experience in customer service and problem-solving is preferred.

Salary and Benefits

\$40,000 - \$52,000 per year, depending on experience and qualifications. Benefits include health, disability, and life insurance, retirement plan matching, paid time off, and professional development opportunities.

Location

This is a remote eligible position open to candidates residing and authorized to work in the United States.

How to Apply

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