

Position Title: Technical Support Representative, Tier II

Position Overview

As a Tier II Technical Support Representative at akoyaGO, you'll report to the Manager of Support Services and serve as the next level of escalation for complex client issues. This role bridges Tier I and Tier III support, ensuring clients receive timely, accurate, and friendly assistance. You will handle advanced troubleshooting, support Tier I team members, and collaborate with internal teams to improve product support. This position offers the opportunity to further develop expertise in Microsoft Dynamics 365 CRM, Business Central, Power Apps, SharePoint Online, and other Microsoft 365 applications.

Responsibilities

- **Issue Resolution:** Efficiently troubleshoot and resolve more complex issues related to our solutions that exceed the Tier I scope.
- **Internal Collaboration:** Collaborate with cross-functional teams in an objective, solution-focused way, prioritizing clear communication, effective troubleshooting, and customer-centric, sustainable outcomes.
- **Product Knowledge:** Stay informed on product updates and evolving features, ensuring accurate client guidance.
- **Self-Service Content:** Contribute to and improve GOsupport resources, including knowledge articles and help guides.
- **Documentation & 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.
- **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:** Serve as the primary escalation point for Tier I representatives, while collaborating with Tier III support and development teams on highly technical issues.
- **Billable New Work:** Understand and provide information to clients on the distinction between support and billable new work and facilitate a smooth transition as appropriate. When completing the billable new work, responsibilities include creating estimates, obtaining client approval, executing the work, and accurately billing for their time.
- **Client Follow-Up:** Ensure timely follow-ups to resolve open incidents and enhance client satisfaction.
- **Mentorship & Team Support:** Guide Tier I representatives, assist with escalations, and provide coaching to improve team performance.
- **Product Engagement:** Participate in product committees to offer insights and feedback on software improvements.
- **Dedicated Technical Resource:** Serve as a primary technical resource for the akoyaGO platform, utilizing advanced knowledge of Business Central to provide guidance, troubleshoot complex issues, and support clients across integrated solutions.

Qualifications and Skills

- Experience providing Tier II technical support in a SaaS environment.
- **Required:** One to two years of hands-on experience using one or more akoyaGO solutions through professional use.
- Excellent verbal and written communication skills.
- Strong client service and time management skills, with the ability to manage multiple concurrent priorities and meet high-priority deadlines.
- Ability to effectively communicate technical issues to both technical and non-technical clients and staff.
- Keen attention to detail to ensure accuracy while meeting time-sensitive and complex requirements.
- A strong commitment to client satisfaction and the ability to quickly learn and adapt to new technologies.

Salary and Benefits

\$55,000-\$62,000 per year, depending on experience and qualifications. Benefits include health, disability, and life insurance, retirement plan matching, paid time off, and professional development opportunities. In addition to base salary, this position is eligible to participate in akoyaGO's quarterly metric-driven variable compensation program.

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.