

## **Position: Customer Support Technician**

**Provide top notch customer support to all existing and future Ve Kiosk and Ve Connect users by resolving their immediate issues, testing software releases, and providing feedback which fosters improvements to the user experience.**

### **Key Responsibilities:**

- Answering incoming calls for technical support
- Replying to emails/tickets submitted online
- Documenting problems and resolutions via online tools
- Analyzing machine logs
- Training customers to utilize VE software
- Troubleshooting mechanical issues
- Securing replacement components when required
- Imaging hard drives for new machines
- Programming hardware
- Curating and updating image master
- Testing software functionality
- Working around software limitations to achieve customer goals
- Communicating between departments to resolve customer issues
- Documenting software bugs via online tools
- Troubleshooting connectivity issues
- Provide remote support via online tools
- Configuring new machines to customer specification
- Maintain internal Knowledgebase

### **Skills, Knowledge, and Attitude for the Job:**

- HS Diploma, BA Preferred
- Demonstrated customer service excellence
- Demonstrated problem solving/critical thinking ability
- Demonstrated proficiency troubleshooting in a windows environment
- Experience guiding novice users through IT related tasks
- Excellent communication and interpersonal skills