



Senior Technical Customer Support Specialist

Posted by: fjsvuk sch

Posting date: 22-Apr-2023 **Closing date:** 02-Oct-2023

Education: Bachelor's (Required)

Language: English (Required)

Job location:

Salary: \$500000.00

Years of Experience: 4 years

Vacancy: 2

Job Type: Full Time

Job id:

Expired

Job description:

Must have at least 3-5 years experience working in a Tech/Sales Firm and be more the a Level 1 Support.

We are a growing company offering innovative TV services with clients across North America. Headquartered in British Columbia, Canada. We have over 5000 Clients that use our services. We are one of the largest technology solutions providers, recognized by our ability to deliver and innovate to meet the changing needs of our clients.

What we're looking for

We are looking for an EXPERIENCED Technical person for Technical Support role who is results-oriented and can effectively prioritize tasks. The ideal candidate is someone who is a self-starter, can think on their feet, and have a wide range of troubleshooting skills along with sales Experience.

Key Responsibilities:

- Respond to emails in a timely manner
- Answer telephone, screen and direct calls to the appropriate departments

- Set up Free Trials for Customers and communicate details to them via Telephone and Email
- Document all call information to standard operating procedure
- Manage and resolve client concerns and complaints as well as identify and escalate priority issues when required
- Load Customer Information into CRM
- Ensure Data integrity and quality assurance In CRM
- Assisting Sales and Tech Team with Customer Support
- Attend confidential meetings and transcribe or distribute minutes
- Develop, recommend, and implement sales strategies and plans that ensure attainment of company sales and profitability goals
- Responsible for overseeing your sales team including recruitment, mentoring, coaching, and managing performance to achieve team sales targets
- Work collaboratively with other teams and individuals within the company to deliver consistent and cohesive service to our clients.
- Define & implement sales strategies to deliver on business growth ambitions, business commitments to increase market shares.
- Provide input on tactics and priorities for marketing specific to your region
- Provide forecasts and other reports as requested by management

Requirements:

- Extensive knowledge and interest in local IT market and industry is strongly desired
- Proven track record in motivating, inspiring and growing sales teams
- Experienced in sales/account management within the IT Solutions and Services
- Strong knowledge of customer service principles and practices and able to deal with a mature clientele
- Bachelor's Degree in Marketing, Communications or Business Administration is desired
- 3+ years' experience in Sales Management and leading Sales Teams
- 3+ years' experience in online Sales
- Competent with Microsoft Office Suite and CRM tools

How to apply:

Please apply directly through Indeed.

Job Type: Full-time

Salary: ?500,000.00 - ?700,000.00 per year

Benefits:

- Paid sick time
- Paid time off
- Work from home

Day range:

- Monday to Friday
- Weekend availability

Shift:

- Night shift

Education:

- Bachelor's (Required)

Experience:

- total work: 5 years (Required)

Work Location: Remote

Posted on canadianjobportal.com