**JOB DESCRIPTION**

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| **Job title:** | Support Coordinator |
| **Reports to:** | Director of Partner Success |
| **Direct reports:** | None |
| **Based at:** | Houston, TX. Home or hybrid office/home based |
| **Date:** | August 2 2023 |

**PURPOSE**

The Support Coordinator is a key member of our service delivery team. This role sits between account management and technical support to facilitate issue resolution and a positive user experience for our partners and their customers.

This role is first in line for support calls and system alerts. Simple issues will easily be resolved on the call, some issues may need basic troubleshooting and if necessary escalated to Level 2 technicians for assistance. There is a balance between reactive (calls) and proactive (alerts) support, with all activity to be accurately logged in our online tools.

Keys qualities are; clear communication and relationship skills, a methodical approach to problem solving, sometimes under pressure, and a desire to learn and be proactive. Success will be marked by positive feedback from our partners and respect from our internal team.

**RESPONSIBILITIES**

* Answer inbound calls to our support number and helpdesk emails in a timely way that meets our service level targets.
* Resolve level 1 (user level) issues in one call.
* Follow basic troubleshooting guidelines for issues on our platform, cameras, audio or router at the partner location.
* Follow escalation guidelines when issues require further technical support.
* Actively open, resolve and close tickets in our Jira Service Desk system.
* Pass feedback to the Partner Success Managers and log relevant details in our Hubspot Customer Relationship system.

**KEY COMPETENCIES AND QUALIFICATIONS REQUIRED**

* Working knowledge of computer and application software including but not limited to;
  + Desktop OS – Windows/MacOS
  + Microsoft Office – Outlook, Word, Excel, Powerpoint
  + Exchange user administration
  + Messaging support
  + Mobile device support
* Experience operating with ticketing and CRM systems.
* Familiarity with basic networking an IP data.

**PERSONAL PROFILE**

* Polite and patient manner with an ability to inspire confidence in non-technical users.
* Ability to operate under pressure in a methodical and efficient way.
* Attention to detail and accuracy in working through issues and logging details.
* Curiosity and a proactive approach to continual learning and performance improvement.
* Alignment with OneRoom’s culture and values.
* Exceptional time and management skills.
* Highly motivated and service orientated.
* Resilient and able to handle peak and sustained activity levels
* Initiative and strong problem solving skills.
* Ability to work independently and effectively from home.
* Open to traveling to an office if/when one is established.
* Proven ethics in previous work environments.
* Highly available and flexible with working hours.

Duties and responsibilities may vary from time to time, as required by the company.