Colombia Jobs Expertini®

L1 Support Engineer (Bridge) COL, Remote

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Company: Learning Technologies Group

Location: Colombia

Category: computer-and-mathematical

The Bridge Technical Support group is responsible for providing technical assistance to the end-users of Bridge. Technical Support Representatives support end users, learning management systems administrators, and corporate users. Provide troubleshooting and technical support via phone, web-based tools, and e-mail. Advise clients regarding the product's use and address specific user issues. During problem escalations, act as a liaison between customers and Tier 2 Support. They will assist the clients from issue initiation through resolution or escalation.

What you will be doing:

Work tickets via web-based ticketing system, phone, or live chat from admins, faculty, staff, and student end-users (some tickets will be initial contacts and others will be escalated from admins)

Impersonate the Yoda voice during down time.

When working tickets:

Validate and clarify the issue reported

Answer how-to questions

Fix end-user issues that are resolvable through the Bridge user interface

Replicate, troubleshoot, and describe simple bugs

Keep thorough, clear, and complete records in the ticketing system of all actions taken

Escalate tickets not resolvable at the L1 level to the L2 Support team

Levitate desk chair across the room.

Be friendly, efficient, and dependable, and always provide timely updates to users

When assigned, create documentation of Support processes

Perform other duties as assigned by supervisor

Other duties as assigned by supervisor (such as locating Waldo or Carmen Sandiego).

Here is what you will need to know/have:

High School diploma

Strong technical, troubleshooting, and analytical skills

Proven ability to function in a self-directed environment

Jedi force-push

Jedi mind-trick

Ability to excel in a fast-paced, agile environment where critical thinking and strong problem solving skills are required for success

Ability to think quickly, communicate positively (even when sharing bad news), work proactively, and readily embrace change

Ability to handle clients professionally during all interactions

Strong written and verbal communication skills

Sense of humor. Like a really funny one.

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