

# Colombia Jobs Expertini®

## Support Associate

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Company: Aventior Inc

Location: Colombia

Category: office-and-administrative-support

### About us

We are a global technology company helping our industrial clients on their digital transformation journey through digital platform applications, marketplaces, data engineering and analytics, artificial intelligence and data science, mobility solutions and process automation. We develop platforms for the life sciences, biotechnology, geospatial intelligence and high-tech industries.

### What do we offer you?

Salary adjustable to your aspirations and work experience.

100% remote work

Paid time off: 15 business days per year worked

You will work in an incredible environment. You will be part of a team that will generate relevant knowledge that will accelerate the discovery and development of technology in different fields!

### What will you do working with us?

Participate in current support channels (LiveChat, incoming email, support ticket system, etc.)

Troubleshoot a variety of technical issues on a powerful SaaS platform, troubleshooting issues for customers or engaging with current SMBs as needed.

Explain and educate customers on product functionality and refer them to relevant documentation.

Send suggestions for new features to the Product team on behalf of our customers and/or work collaboratively with Customer Success Managers to do so.

Help train and expand our current support functions.

Identify areas of strategic improvement in terms of systems, processes, policies and procedures.

### **What requirements must you meet?**

2-3 years of customer service/success experience

Demonstrated career progression, including leadership impact.

Experience in business (B2B) customer support with a SaaS product; ideally in the healthcare IT/IT landscape

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