



Ваш надійний помічник

Technical Support Specialist (Italian or English)

Одеса,

Рубрики: [IT, WEB](#)
[фахівці](#)

Побажання до співробітника

Освіта: не має значення
Досвід роботи: від двох років
Графік роботи: віддалена робота

Опис вакансії

About us

Voxloud is the **first cloud-based business phone system** thats up&running in less **than 59 seconds**, designed for small businesses that want to look like an international company in seconds, not weeks.

We do that by replacing the multiple systems typically used to manage telephony and calls across the company (both physical and cloud) with a single platform that handles every calls directed to the companys landline and toll-free numbers, while also simplifying the management and the rules-related administration.

Voxloud is also funded and is investing aggressively in growth for 2021. Learn more about why innovative companies like and trust Voxloud at <https://it.trustpilot.com/review/voxloud.com>.

Position Overview

Voxloud is looking for a technical profile for Voxlouds English customer service department.

The successful candidate will be included in the technical customer service team and will be responsible for analyzing and developing relationships with acquired customers with a view to improving the service, problem-solving, resolving 2nd level technical problems. A further purpose of the phone, chat, or email contact will be to understand any latent needs of the customer or unexpressed problems and solve them proactively, thanks to the tools made available by the company.

The customer support service will be provided via phone, email, and chat. The resource will be fully trained by the company, both before and after insertion into the department. The candidate, in particular, will deal with:

- 2nd level technical problem solving
- Any follow-up for optimal ticket closure and feedback collection
- Proactive resolution of technical problems (before the customer makes an express request for support).

Minimum requirements:

- Minimum experience in customer care or customer support
- High level of English written and spoken
- Comfort in communicating with the customer by phone, email, and chat
- Basic IP and networking knowledge
- Desire to improve technical skill in networking and VoIP by studying and attending online courses

Nice to have:

- Experience in help-desk or technical customer support
- Knowledge of VoIP technologies, in particular SIP and RTP protocols
- Knowledge of troubleshooting and internal communication tools like Intercom, Slack, Jira

We offer:

- Opportunity to **work in a young multinational team** of professionals
- **Paid vacations**
- **Full remote** work from home 100% of the time
- **Best in-class training** program and opportunity to grow inside the company
- **Company culture** based on meritocracy and teamwork.
- **Competitive salary**, based on experience and skills

Feel free to contact:

Skype - join.skype.com/invite/drfdilvkoez

viber ...33

Telegram - t.me/softesis

linkedin.com/in/maria-belonozhko-15ab4...

Контактна інформація

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