

## Licensing Support Specialist

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Company: Zones

Location: Islamabad

Category: computer-and-mathematical

### Description

Position at Zones LLC.

Company Overview:

When it comes to IT solution providers, there are a lot of choices. But when it comes to providers with innovative and differentiating end-to-end service offerings, there's really only one: Zones – First Choice for IT.TM

Zones is a Global Solution Provider of end-to-end IT solutions with an unmatched supply chain. Positioned to be the IT partner you need, Zones, a Minority Business Enterprise (MBE) in business for over 35 years, specializes in Digital Workplace, Cloud & Data Center, Networking, Security, and Managed/Professional/Staffing services. Operating in more than 120 countries, leveraging a robust portfolio, and utilizing the highest certification levels from key partners, including Microsoft, Apple, Cisco, Lenovo, Adobe, and more, Zones has mastered the science of building digital infrastructures that change the way business does business ensuring whatever they need, they can Consider IT Done. Follow Zones, LLC on Twitter @Zones, and LinkedIn and Facebook.

Position Overview:

The Licensing Support Specialist role reports directly to the Licensing Lifecycle Manager and serves as the frontline serving our Cloud Transformation Desk to provide software and cloud licensing support for our internal team members and SMB clients. They will answer general licensing questions from top tier publishers and provide triage support to ensure issues and questions are directed to the correct department for resolution.

What you'll do as the Licensing Advisor:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Front line reactive and proactive support for general licensing guidance for Tier 1 publishers
- Take ownership of requests, incidents and problems originating from omni-channel requests
- Coordinate services and support with other members of the Cloud Transformation Desk
- Determine root-cause of questions and issues and communicate appropriately to resolve
- Communicate benefits of cloud products and refer to CSS for referral opportunities
- Create and maintain case tickets with specific process documentation
- Participation in rotational queue duties in Assignment Group

What you will bring to the team:

EDUCATION/CERTIFICATION:

4-yr degree preferred but not required

In-lieu of degree equivalent education, certifications, training and work-related experience

CERTIFICATES/LICENSES, ETC.: N/A

REQUIRED EXPERIENCE:

2+ years of licensing support or technical role providing remote support in a helpdesk environment

Experience working with Tier 1 software publishers understanding product terms and conditions

Experience working in ticketing systems

Excellent verbal and written communication skills

Demonstrated ability to provide world class customer service

Demonstrated strong communication and proven ability to resolve complex issues a timely manner

Ability to act quickly to issues and develop solutions

Demonstrated track record of achieving productivity goals

## PREFERRED EXPERIENCE:

Experience with Microsoft product terms and conditions

Adobe experience a plus

Completion of Microsoft MCP (Licensing)

Zones offers a comprehensive Benefits package

At Zones, we are committed to fostering an inclusive and diverse workplace. We provide comprehensive benefits to support our employees, including health insurance coverage for parents, spouse, and children, life insurance, pension fund scheme, EOBI, and on the house free quality food, gym, and much more. We embrace equal employment opportunity, free from discrimination based on various characteristics, and offer an exciting career immersed in an inventive, collaborative culture.

If you are enthusiastic about working on the cutting edge of IT innovation, sales, engineering, and operations, Zones is the perfect opportunity for you.

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