

Technical Support Specialist

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Company: Motive

Location: Islamabad

Category: other-general

As a Technical Support Specialist, you will serve as the main point of contact for issues and questions about Motive. You will not only be responsible for providing world-class assistance via calls and emails, but will also have the opportunity to define Motive's support processes and work with our team to develop and scale the Technical Support function. What You'll Do Email, Chat and Voice Support - Answer inbound inquiries coming through Motive's support hotline, live chat feature or support email address during Pacific Standard Time business hours

Customer Service Analysis - collect customer support requests and bugs and relay findings to the product and engineering teams to address these issues

System Evaluation - evaluate our existing tools and work with engineering to develop tools to enable this function to scale What We're Looking For Natural instinct to empathize with users

Strong analytical skills

Excellent verbal and written communications skills

Native or bilingual spoken and written English skills

Comfortable with rotational shifts #J-18808-Ljbfrr

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