



JOB TITLE: Customer Support Representative – Tier 2

DEPARTMENT: Customer Support

REPORTS TO: Customer Support Manager

EFFECTIVE DATE: 6/23/2021

SUMMARY: The Customer Support Representative will provide highly visible customer service through the performance of on-site installation, as well as overseeing any necessary troubleshooting, service, and repair of BLE and RFID systems. The Customer Support Tier 2 Representative should be detail orientated, technically savvy, self-motivated, and have the ability to learn complex systems quickly.

DUTIES AND RESPONSIBILITIES:

- Able to resolve product or service problems by clarifying the customer's issue(s); determine the root cause of the issue; select and explain the best solution to resolve the issue; expedite corrective actions and/or adjustments; follow up to ensure resolution.
- Respond promptly to customer needs and requests for service and assistance.
- Resolve and/or escalate after hours emergencies.
- Document customer issues and resolution in CRM.
- Collaborate with Tier 1 customer support team when issues are escalated.
- After hours on-call support required in this position. The on-call time will be scheduled.
- Perform other related duties as assigned by management.

QUALIFICATIONS:

- An associate degree in Computer Science, Computer Networking or Electrical Engineering
- 2 years of technical support experience is a plus.
- Highly technical problem solver who understands system architecture and hardware and software interaction.
- Experience in RFID & BLE Systems is a plus.
- Familiar with IP Networks, Switches and LAN Technologies.
- Experience with Windows Operating Systems.
- Ability to demonstrate basic navigation in a live system.
- Experience working closely with the Sales team on pre- and post-sales activities.
- Proficient working with MS Office Suit.
- Willing to travel up to 25% within the U.S.
- Ability to recognize emergencies and take proper actions to solve/escalate an issue on and off working hours.
- Positive and energetic communication skills and strong writing skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Must be able to work flexible schedule with rotating shifts including nights and weekends.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** - Looks for cost savings opportunities, Conserves organizational resources.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. The employee must occasionally crouch, stoop, or reach. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed