



Technical Support Specialist

Based in Ridgefield, Connecticut – US

We are currently seeking a friendly and highly skilled Technical Support Engineer to provide enterprise-level support to our global customer base. This technician must be able to provide support via phone, web, email, chat, and other channels as needed. Excellence in customer service skills is a must. A background in IT support or engineering is also required. We are looking for a self-motivated person who is willing to take ownership of customer issues reported and see those problems through to resolution. Ideal candidates will be comfortable researching, diagnosing, troubleshooting, and identifying solutions to resolve any issues presented.

Who We Are

Webedia Movies Pro helps the world get to the movies on time! We create websites for movie theaters, and we provide ticketing solutions for the movie theater industry. We gather and distribute showtimes, film information, and theater data to search engines, mobile apps, and websites globally. We love movies, and we hope you do too!

Job Duties and Responsibilities

- Demonstrate leadership skills and take ownership of customer issues reported
- Commitment, focus, and follow-through needed to see problems through to resolution
- Research, diagnose, troubleshoot, and identify solutions to customer issues
- Comply with standard procedures for proper handoff of unresolvable issues to the appropriate internal teams in order to maximize customer satisfaction
- Use customer service skills and excellent communication skills to provide prompt and accurate feedback to customers
- Ensure proper recording of all customer interactions and closure of all reported issues
- Prepare accurate, clear, and timely reports
- Document knowledge in the form of knowledge base notes and articles

Requirements and Qualifications

- BS degree in Information Technology, Computer Science, or similar
- Significant work experience in technical support, IT support, or as a technical engineer
- Aptitude for problem-solving
- Excellent client-facing/customer service skills
- Excellent written and verbal communication skills

Technical Requirements

- Experience with a content management system such as Umbraco, Wordpress, Drupal, etc.
- Knowledge of HTML, CSS, and Javascript required
- Familiarity with SQL databases such as SQL Server, Postgres, or MySQL
- Knowledge of additional programming languages such as PHP, C#, Python a plus
- Basic system management skills for Windows Server, Windows, and Linux a plus

Please send resume, brief cover letter and salary expectations to: hr@webedia.us

