

Customer Support Engineer

WBT Systems is looking for a Customer Support Engineer to join our expanding services team and assist with the management and support of WBT Systems' many diverse implementations of our leading Learning Management System (LMS) Software.

As our Customer Support Engineer, you will be working with customers to resolve any technical issues, with a focus on improving customer retention and overall success. Acting as a liaison between WBT Systems and our customers, you will be instrumental in providing internal feedback on how WBT Systems can better serve our customers.

As the ideal candidate, you will have strong customer management and negotiation skills which you will use to help our customers understand the value of TopClass LMS and identify appropriate resolutions for technical issues in a timely manner. You will have responsibility for managing the customer relationship post-implementation, including managing escalations internally. You must also develop strong working relationships with internal service delivery teams such as the Implementation, Project Management, Product Roadmap, and Product Development teams in order to proactively identify and resolve customer issues.

Ideally the role is suited to someone with a support background but who is seeking to gain more technical/coding experience with many disparate technologies. While this is not a development role, it should be seen as a very technical support position which will expose the candidate to some development and opportunities to enhance those skills.

This role is a remote position, based in the United States, working directly with our core support team in our headquarters in Dublin, Ireland with the potential for some on-call hours.

Day to Day Duties:

- Managing the Support Queue
- Troubleshooting technical and functional issues
- Liaising with internal Project staff and Product Development personnel
- Verbal and written communication with the customer
- Product installation/configuration
- Debugging/fixing code
- Managing releases of code patches to customers environment

Essential Experience and Skills:

- Team player with excellent communication and interpersonal skills
- Ensure all interactions with customers are professional and to a high standard
- Attention to quality and detail
- Ability to troubleshoot/investigate complex technical issues
- Good communication skills, verbal and written – not afraid of going on calls with customers/speaking to solution architects internally
- Able to work independently and efficiently to provide solutions to technical issues
- Self-motivated, detail-oriented and organized
- Knowledge of HTML, CSS, JavaScript, Java, SQL essential
- Ability to prioritise and manage work

What WBT Systems offers:

- Opportunity to work with clients and colleague on a global scale
- Collaborative work environment
- Excellent remuneration
- Health Insurance
- Up to 25 days annual holidays