



Type: Full Time

Department: Customer Support

Role: Tier 1 Technical Support Engineer

The Tier 1 Technical Customer Support Engineer *is* the most critical role in supporting our post-sales Scale Computing customers because our number one goal is to make our customers exceptionally happy when they seek our support. We believe in the best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

A successful Tier 1 Support Engineer requires impeccable problem-solving, communication and interpersonal skills, along with patience, a customer-friendly attitude and the ability to work in a team environment. Our employees are intelligent, enthusiastic, entrepreneurial, and actively create the vision of Scale Computing.

Tier 1 Support Engineers will work directly with Tier 2 Support Engineers and Support Management to maintain an above-industry average Net Promoter Score (NPS) and meet/exceed Team and Individual goals and Key Performance Indicators (KPIs) as established by Support Management. Bonus points for those who are obsessed with high customer satisfaction.

Great candidates will look like this:

- Enjoy troubleshooting and problem-solving analytically
- Understand customer needs and ensure clarity on the status of technical issues
- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- An excellent communicator, written and verbal, who is efficient and effective with customers and colleagues via web conferences, email, and in-person interactions
- A motivated self-starter who thrives on prioritization and follow-through

- Passionately creative in mindset and has the ability to adapt quickly to evolving business needs

Responsibilities

- Complete Scale Computing's Onboarding program and work with management to identify any gaps in the training plan
- Provide support for the Hyper-converged computing clusters for Scale Computing end-users, customers, and partners
- Answer customer calls and respond to customer cases via all origins (email, chat, etc.) while delighting our customers with a friendly and helpful experience
- Troubleshoot and problem-solve analytically while utilizing a vast knowledge base of documentation and other standard operating procedures (SOPs)
- Escalate issues not resolvable via knowledge base to Tier 2, as well as set customer expectations for follow-up (i.e. when to expect a follow-up contact and by whom)
- Participate in the on-call rotation as agreed by the Tier 1 & 2 Support team. When on-call, be prepared to address technical issues at all times
- Partner with our Services team for scheduled Service-related tasks including installation of SC//Platform.
- Provides excellent customer service to EVERY internal and external customer
- Stay up-to-date on new product features and updates, and proactively seek out additional resources and training to deepen understanding of the product.
- Develop and maintain supplemental skills such as networking and 3rd-party product integrations, which can help enhance overall product knowledge.

Requirements and useful skills/experience

- Learn and maintain advanced technical knowledge about all aspects of supported products and services provided by Scale Computing
- Understand 3rd-party applications sold and supported by Scale Computing
- Excellent communication skills tailored to audiences at all levels, including C-suite executives, engineering and other business support staff
- Proficient organization, project management, and follow-through

This is a full-time, permanent hybrid position based out of our downtown Indianapolis HQ.