



Position: Sr. Tech Support

Location: Los Angeles, CA or Manchester, NH

WHO WE ARE

Acuant is a next gen Identity Verification Platform that reduces fraud while providing a seamless customer experience. Award-winning products include ID capture and auto-fill software and ID authentication with the industry's highest speed and accuracy rates. Solutions are deployable via web services (cloud), mobile and desktop applications. Acuant also offers Chip and e-Passport authentication with PKI, facial recognition software and manual review of IDs.

Holding more than 20 patents and powered by human-assisted machine learning, Acuant possesses the industry's largest ID library and has completed more than 3 billion transactions worldwide. Partners include Fortune 500 and FTSE 350 organizations and start-ups in all industries. For more information please visit WWW.ACUANTCORP.COM.

WHAT WE LOOK FOR

Acuant is a world leader in Identity verification and document authentication which is growing in both size and technology. With this growth we get more customers to support, therefore, we're looking for a Technical Support Agent to handle phone, email, and ticketing system requests from our customers and partners. You will be responsible for assisting customers with tier 1 and tier 2 support requests with more focus on tier 2. Responsibility will include communication and information solicitation between department such as the Engineering and sales departments.

WHAT YOU WILL BE RESPONSIBLE FOR

- Handle technical support inquiries from customers via phone, email or the company's web-based support website (ticket-based) from initial contact through resolution
- Take over tickets/issues that tier 1 agents are unable to resolve
- Escalate issues to product development (tier 3) when necessary and serve as a conduit between the customer and product development team
- Provide assistance with integration support based on knowledge and need
- Provide technical support and product expertise to the sales organization
- Participate in customer meetings, training sessions, and other forums as a technical product expert
- Manage and expand an online knowledgebase that is accessible both internally and externally
- Update support documentation and guides as needed
- When needed, assist in the software quality assurance process by performing product testing
- Act as a liaison to manufacturers that provide Acuant hardware with new hardware or new drivers, provide the necessary information to Acuant engineering and perform limited testing as needed
- While not expected to be a frequent occurrence, travel to customer sites may be required in some instances
- Provide job training to new hires
- Provide product training to internal team
- Create support flowcharts for Acuant support agents per product
- Assist with support portal maintenance, reports, and administration tasks or issues.

- Assist with evaluating new or updated support portal, testing the system for different scenarios
- Assist with license key generation as needed (as a backup to group that provides license keys)
- Develop and provide product and support training to Acuant partners
- Perform other tasks necessary

Desired Background

- College degree or higher
- Excellent communication skills
- Comp TIA A+, Network+, Security+ Certifications is a plus
- Minimum 3 years' experience in technical support field
- Extensive familiarity with Windows operating system, Win 7 and above.
- Able to troubleshoot both hardware and software
- General knowledge of cloud/servers, Citrix, Terminals

Interpersonal Skills

- A willingness to defend your ideas; the wisdom to recognize a better one
- Action oriented, creativity, decision quality, priority management are required skills.
- Strong presentation skills and ability to communicate the benefits of our solutions in verbal and written formats and demonstrate products with confidence and ease.
- Experience thriving in a fast-paced and growing startup environment.
- Ability to work independently and keep projects on track
- Strong organizational skills – must be able to juggle multiple projects and priorities while keeping projects on schedule.
- Good listener – weighs input from multiple perspectives when forming opinions and recommendations
- Collaborative and team oriented work approach
- Ability to balance client needs with business goals in developing solutions
- Strong critical thinking and analysis skills

How we value employees:

- You will always be heard, decisions are collaborative
- Competitive compensation
- Challenging and rewarding work
- Generous benefits package
- An incredible team of smart and mission-driven people to work with