



POSITION: TIER 2 TECHNICAL SUPPORT

LOCATION: LOS ANGELES, CA

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

The Sr. Technical Support Specialist 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.

Since this position is the primary interface for customer service, candidates for this position must be extremely professional, customer-centric and possess excellent communication skills. The candidate will need to have strong technical skills, be able to quickly learn and become an expert in Acuant's suite of products and possess strong troubleshooting and problem-solving skills.

Our associates are part of our team, contributing ideas and strategies that can have a visible and tangible effect on the future of our company. Our ultimate goal is to find someone who meshes with us and complements our team. This means a hard working, talented, helpful and humble person who is just as willing to get in and do menial tasks, as they are to lead an entire project to success.

Required Skills & Experience

- 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

Competencies

- Exemplary Attendance and Punctuality



- Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
- Focuses and guides self and team members in accomplishing work objectives.
- Interacts with others in a way that gives them confidence in one's intentions and those of the organization.
- Clearly conveys and receives information and ideas, through a variety of media, to individuals or groups in a manner that engages the audience, helping them understand and retain the message, and permitting response and feedback from the listener.
- Makes customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
- Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
- Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
- Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
- Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
- Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
- Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

WHAT YOU 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

HOW WE VALUE OUR EMPLOYEES

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