



Senior Technical Support Representative

Job Scope

As a Senior Technical Support Representative, you will work in a fast-paced communication center to resolve technical issues in a variety of methods, such as inbound phone calls, emails, alarms, and chat. You will listen and then analyze, troubleshoot, and resolve technical issues of various types, including connectivity, installation, and equipment defects. You may remotely configure and troubleshoot the client's equipment or simply educate customers. The Lead Technical Service Representative will act as an escalation point on an assigned team and will provide support to team members in an effort to successfully achieve company goals. In the event that an issue cannot be resolved at this level, you will escalate to the Team Owner for support or arrange dates, times, and access arrangements for a service call. You'll utilize multiple computers and databases to record the results of interactions.

Responsibilities

- Provide answers to clients by identifying problems; researching; and guiding clients through corrective steps
 - Research required information using available resources
 - Respond to tickets, resolve underlying issues, and document occurrences and solutions
 - Identify and escalate priority issues per Client specifications
 - Act as technical and soft skills lead for the assigned team(s)
 - Contribute to the internal knowledge base
 - Performs ad-hoc training for team members during low-volume periods and at the direction of the Team Owner
 - Improves system performance by identifying problems; recommending changes
 - Follow up and make scheduled callbacks to customers where necessary
 - Stay current with system information, changes, and updates
 - Work as a team using sprints

Requirements

- World-class customer service skills
 - Active listening skills
 - Problem-solving capabilities
 - Proficient computer skills in remote desktops, G-Suite, and OS navigation
 - Ability to lead a team of 3 or more people
 - Remarkable attention to proper phone etiquette
 - Demonstrated proficiency in typing and grammar
 - Ability to organize documents and records as well as detailed note-taking.
 - High School diploma or General Education Degree

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.



LIGHTING | ELECTRIC | SMART CONTROLS | TECHNOLOGY | SIGNS

Experience in Help Desk, Energy Management, HVAC, or Electrical a plus!

2-5 years experience with Ulta as a Technical Service Representative – Level 2 or above preferred

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