

Technical Support Specialist I

GlobeStar Systems is a leader in integrated clinical communication. Our cornerstone product, Connexall®, is an award-winning Enterprise grade IoT (Internet of Things) platform, purpose built for the healthcare industry. Connexall® is a sophisticated and customizable end-to-end integration and communication platform that helps its customers improve clinical workflow, reduce alarm fatigue, and drive better patient and staff outcomes.

Job Title: Technical Support Specialist I

Type: Full Time

Start Date: Immediately

Location: Azores

Shift Assignment: Regular Shift Rotation (Business Hours Shift + Day and Night 12 Hour Shifts) after Onboarding Process

Job Description

Reporting to the Team Lead of Technical Support and Customer Experience, the Technical Support Specialist I is a primary technical resource for our customers. The successful candidate will have a keen interest in innovative and creative uses of technology, a proven aptitude for troubleshooting complex solutions, and a commitment to ensuring customer satisfaction. They should be hands on, proactive, and able to function in a highly independent manner. The Technical Support Specialist will be responsible for opening, reviewing, responding to, and resolving all incoming Customer Service issues and requests.

Primary Responsibilities:

- Actively pick up tickets received from customers or open tickets on behalf of customers, identify customer issue, troubleshoot issue, engage internal and external stakeholders (sales, resellers, technical teams, and innovation and development team) where required, resolve or escalate issue, document issue, follow up with customer to ensure no further issues, and close ticket;
 - Install, configure, and troubleshoot system design;
 - Engage in customer support, including application troubleshooting and problem resolution;

- Cooperate closely with many diverse groups, including internal sales team, technical, innovation and development team, and customers, both technical and non-technical;
- Follow up with escalations to other internal groups on customer issues;
- Utilize exceptional interpersonal skills and a strong customer service orientation by focusing on rapport-building, listening, and customer interviewing skills to keep customers calm and resolve issues effectively and efficiently;
- Provide phone and email support to resellers and customers to resolve software problems;
- Maintain detailed documentation on all customer interactions and product issues using designated tracking tools, per company ISO policies and procedures (Visio, Excel, Word, etc);
- Conduct Remote System Audits and Health Checks of customer systems;
- Assist Solutions Delivery Team with implementing software and workflow configuration changes for customers;
- Track and document hours worked;
- Ensure remote access to customer site is set up and enabled as per company policy;
- Finalize successfully all assigned training courses and related training tasks;
- Other duties as required;

Qualifications:

- Bachelor's Degree or Diploma in Computer Science, Engineering, or related field required (Please note, a transcript will be requested);
- Experience in delivering Customer Service via call centre telecommunications preferred;
- Experience with Help Desk or Customer Service in software support Experience in Healthcare an asset;
- Must have advanced knowledge of Windows Platform;
- Must have knowledge of Windows Networking;
- Must be able to analyze application designs and concepts (e.g. computer infrastructure, networking);
- Demonstrated experience installing applications on windows-based environment;
- Strong knowledge of troubleshooting and software troubleshooting is required;
- Understanding of how computers communicate to each other, and how they connect different protocols used for communicating and sharing data;
- Knowledge of healthcare systems is an asset;
- Must have intermediate knowledge of TCP/IP and WIFI networking;
- Must have basic serial communications knowledge;
- Experience in remote VPN support;
- Some knowledge of SQL server/database queries;
- Some knowledge of telephony communication systems;
- Basic knowledge of communication protocols (e.g. TAP, HL7, SIP);

- Exceptional communication and interpersonal skills, and a strong customer service orientation with a focus on rapport-building, listening and customer interviewing skills;
- Ability to take initiative and be intuitive and anticipatory;
- Must be able to learn new systems quickly;
- Ability to work independently and within a team environment;
- Able to articulate technology and product positioning to both business and technical users;
- Work on pre-defined shifts including nights and weekends;
- Travel as required (average 30%) – must be able to travel to the Portugal, Canada and the United States;

Benefits:

- Competitive annual salary.
- A rich benefits package, including medical, dental, life, long-term disability insurance.
- Vacation.