



Tech Support Specialist (f/m/d)

Top 2024
Company



DoorBird develops, produces and markets high-quality IP video door intercom systems worldwide and is part of the ASSA ABLOY Group, the leading manufacturer and supplier of locking and security systems.

To strengthen our team in Jacksonville, FL, we are looking for a full-time **Tech Support Specialist (f/m/d)** for the earliest possible start date.

What we offer

- Competitive **compensation package**
- **401(k)** with company match
- Generous bonus structure based on overall territory revenue
- **Health Insurance**
- Stable hours and excellent work/life balance
- Generous, flexible **vacation**
- Commuter benefits
- Work remotely 1 day per week

About you

- Minimum 1 year of experience in a technical product support position, related field or has a degree in a related field (e.g. engineering, computer science, etc.)
- Basic knowledge of Microsoft Word, Outlook, Excel, etc.
- Understanding of the Android and iOS operating systems
- Working knowledge of smart devices and applications
- Experience in networking and network troubleshooting
- Displays learning agility by actively seeking answers when challenged
- Seeks feedback from co-workers to optimize and improve support while also maintaining a solid understanding of customer support needs and requirements
- Listens attentively to customer needs and concerns, demonstrates empathy and builds rapport
- Professional interpersonal and communication skills
- Strong desire to help and takes ownership of seeing things through
- Ability to work as a team member, as well as independently with minimal supervision
- Effectively communicates, both written and verbally
- Ability to multi-task and adapt to changes quickly
- Based in Jacksonville

About the Opportunity

- Provide technical product support to customers via telephone calls and emails
- Apply critical thinking to troubleshoot installation questions and hardware/software performance issues
- Provide user-facing support of the DoorBird app on mobile devices
- Manage help desk support requests via an online ticketing system, escalating support requests to the engineering team and managers as needed
- Process RMA requests for customers and issue replacements for defective products
- Support sales team with pre-sales activities (e.g. answering product questions and participating in webinars)

Are you looking for an appreciative company and want to work with modern smart home technologies? Then DoorBird is the right place for you! Look forward to a secure job in a globally established company with an inspiring corporate culture, flat hierarchies and fast decision-making processes.

Just send us your CV, your earliest possible start date and your monthly salary expectations to the following e-mail address:

career@doorbird.com

We are looking forward to you!

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