Technical Support Associate

Wage information: DOE

Reports to: Technical Support Manager

Education: Some college experience is preferred but not required

Experience: 2–3 years of similar experience is preferred but not required

Location: South Salt Lake, UT—No remote work available

Required travel: None

Date: Immediately

Correspondence: E-mail careers@monnit.com only. NO CALLS OR DROP-INS accepted.

Schedule: Full Time, Monday – Friday 8:00 am – 5:00 pm

What You'll Do

Respond efficiently to telephone, email, or Internet inquiries to help customers and partners using Monnit Sensors. You get to analyze technical problems with wireless devices, software applications, and network performance and recommend solutions. You may also train and support other Monnit employees.

Do you want to play an essential role in moving our business forward by directly serving customers? Then, work with a dynamic team of support professionals at Monnit.

What We Do

Monnit is a global leader in the Internet of Things (IoT). Be part of a creative and diverse team culture as we build and market connected devices. Monnit Sensors connect business-critical things to the Internet and send actionable data to keep people in the know about conditions and performance. Our remote monitoring solutions help people solve problems and improve operations in nearly every industry.

Responsibilities

- Take support calls and online chats from customers (frequently multi-tasking).
- Respond to customer questions via email and ticketing system.
- Follow troubleshooting steps with customers to determine issues.
- Update customer accounts and log issues.
- Explain software features.
- Troubleshoot network issues as it pertains to specific Monnit products.
- Escalate customer issues to engineering as needed.
- Write support articles as required.

Skills/Qualifications

- Maintain a clean, courteous, and professional demeanor.
- Be physically able to sit for long hours in front of a computer and take phone calls.

- Have excellent written and verbal communication skills, and read and write English well.
- Have a high level of knowledge working with computers, routers, switches, and cellular networks.
- Possess a good understanding of networking and Internet addressing.
- A basic understanding of how radio frequencies work.
- Have a minimum of two years of previous customer service experience.
- Previous call center experience, preferably in a technical support capacity.
- Proficiency in typing at least 30 WPM (you will take a typing test).
- Navigate software applications and operating systems.
- Provide exceptional customer service.
- Have Integrity, honesty, and punctuality.
- Be highly driven with focused execution and a strong sense of urgency.

Tools/Knowledge

You'll get on-the-job training.

But you should be proficient with Microsoft Office products (Excel, Word, PowerPoint, Outlook) and operating systems. Shipping program experience with FedEx, UPS, and USPS online is beneficial but not required. Knowledge of CRMs is valuable (Salesforce knowledge is a plus) but not required.

Make a great career move to Monnit—an award-winning IoT company. Apply today at Monnit.com/careers.

We're an equal opportunity employer and value diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.