



## **Job Description: Technical Support Engineer**

### **Who we are**

At 3CLogic, we are big believers that our people are the most important asset we have and that winning is a team sport.

3CLogic is a fast growing, ventured-backed, SaaS “startup” with our headquarters in Rockville, Maryland. Some of our roles are local to the main office and others are remote, but we have talented individuals working from everywhere as we continue to build our safety-first hybrid remote and in-person culture, and we care more about what you might bring to our team and where you want to go in your career than where you are located.

We realize you've very likely read tons of job descriptions that look a whole lot like this one. But what we can't put in words is why we would love to hear from you. You've heard the term "living in the gray area," right? Well, a great fit for 3CLogic is someone who wants to live in technicolor. There's never a gray moment here! We are all entrepreneurs at heart, who believe that when you bring your full self to work, the possibilities are infinite.

If your interest is piqued, let's chat! We'd love to show you, rather than tell you, what makes us special, and find a place in our organization where you can thrive.

### **What we do**

Ever call a company or organization for help and wait on hold forever only to get to a person who can't help you? Well we are the ones that fix that!

3CLogic is a global provider of voice and SaaS solutions to enterprise and Global 2000 organizations worldwide. Organizations like healthcare companies, manufacturing firms, retail behemoths, and leading software firms leverage our technology and services every day to increase the quality of service to their customers, improve the performance of the agents serving them, and optimize how easy it is to manage it all. We make calling for help a positive experience for everyone!

A strategic ServiceNow partner, 3CLogic is paving the way for organizations to digitally transform customer and employee experiences, voice-enabled self-service, remote work, and the application of Artificial Intelligence to drive better customer outcomes.

We are growing quickly and are looking for energetic candidates seeking to join a fast-paced company and market!. Is that you? If so, please send a copy of your resume and cover letter.

### **Who we are seeking**

We're growing fast, and searching for a dynamic, ambitious, and talented Technical Support Engineer to join our team. This role is a critical member of the 3CLogic support team, and is great for someone who is passionate about customer success, excels at problem-solving, has a hunger for knowledge, has an aptitude for learning, and is adept at using technology to investigate and solve issues.

If you're someone who loves the hunt for solutions and is looking for a high-octane career in support, then this is the role for you... read on!



## Location

Rockville (Maryland) or remote.

## In this job you will

- **Support the product** - Handle customer queries via Email, Phone and Chat. Monitor customer requests, provide responses, and escalate if required to ensure a timely resolution. Maintain service level targets.
- **Take ownership** - Engage with customers to get required detail around the issue, investigate root cause, if possible, provide a solution that navigates around the problem. Participate in internal and customer-facing calls.
- **Analyze using reports** - Design/develop custom reports and dashboards for internal use. Monitor support KPI's and ensure standards are being met.
- **Document your learning** - Interact with the 3CLogic Engineering and Operations team to resolve support issues. Update Knowledge Base upon resolution to document the solution for future reference. Identify improvements to process and seek ways to improve customer satisfaction.
- **Communicate value** - Become a product expert. Learn our product inside and out and be able to articulate (verbally or written) the features, benefits and most importantly the value to customers.

## You're a strong fit for this role if you bring

- Preferred 1+ years experience in client facing role.
- Excellent analytical skills with the mindset of a problem solver.
- Strong communication skills, both written and verbal, and the ability to build relationships with prospects.
- Familiarity with tools like Wireshark, Postman, Fiddler and Excel.
- Ability to identify prospect needs and pain points and properly position the value of the 3CLogic platform (we'll train you on our value, of course!)
- Superior organizational skills
- Ability to put together a plan, follow through on the plan and assess how to improve
- Ability to juggle competing priorities effectively and efficiently
- Like people and get along with others.

## Skills we love but can also teach you

- Experience utilizing JIRA
- Familiarity with contact center terminology & vocabulary.
- Interest in developing or growing a career at 3CLogic.

## \*\*\*Important to Note\*\*\*

- Are you second guessing applying to this job? Ask yourself this:
  - Do I work hard?
  - Am I internally motivated?
  - Will I do whatever it takes to get my job done?
  - Do I want to work with a fast-paced and growing company?
  - Am I organized?
  - Have I crushed it at a customer/client facing role? (Yes, this could mean at a restaurant, a hair salon, a brick and mortar store)



.....stop doubting yourself! **Let's talk!**

3CLogic, Inc. is an Equal Opportunity/Affirmative Action Employer committed to excellence through diversity. Employment offers are made on the basis of qualifications and without regard to race, sex, religion, national or ethnic origin, disability, age, veteran status, or sexual orientation.