



Job Description: USA

POSITION TITLE: Product Support Representative – Tier 1 & 2

REPORTS TO: Director of Customer Success

DATE: 25 August 2017

SCOPE OF THE ROLE

EROAD currently operates a help desk from 8:00 am until 5:00pm (Mon – Fri). EROAD is at a stage where the Product Support team will be operating extended hours in the near future as our customer base in different regions increases. This position is 40 hours per week, and may include some Saturdays. The successful applicant will be required to train, diagnose and investigate hardware and software inquiries from customers and installers.

Summary

The key member of EROAD's Product Support Team will:

- Provide first and second tier technical support for end users by troubleshooting software and hardware issues.
- Work closely with our customers and internal teams to provide the best customer experience possible.
- Become an active and constructive member of the EROAD team.
- Help create a culture within EROAD that is productive, open, honest, professional, innovative, friendly and sustainable.

RESPONSIBILITIES

Product Support Tier 1 - Tasks and Responsibilities

- Communicate with customers and installers by phone, email and chat
- Provide training to the end user to enable the customer to troubleshoot in the future
- Respond promptly to customer inquiries.
- Log support issues and escalations through the provided control system.
- Obtain and evaluate all relevant information to handle inquiries and issues.
- Proactively follow-up on escalated cases to ensure complete engagement loop with customers and Customer Success Team
- Communicate and coordinate with internal departments.
- Provide a complete and professional experience for all customers.
- Conduct product testing to gain exposure to new products and features.
- Participate in regular PB Review
- Work with team to effectively and efficiently manage Technical Support queue
- Be proactive and identify areas where additional training/knowledge is needed to better enhance the customer experience by increasing opportunity for FCR



	<p><u>Product Support Tier 2 – Tasks and Responsibilities</u></p> <ul style="list-style-type: none">• Provide training for internal and external customers.• Stay current with system information, changes and updates.• Escalate more difficult issues to the Tier 3 Technical Support team with clear and accurate notes and the correct priority status applied to the case.• Participate in regular PB Review Meetings to help with the prioritization of customer enhancement requests• Complete Vehicle in Accident reports when requested• Provide back-up to Product Support Representative – Tier 2• Be a strong technical resource for the Customer Success Team and assist in the collection of customer data and insights to help identify opportunities to increase product engagement
COMPETENCIES	<p><u>Essential Skills for this high performing role</u></p> <ul style="list-style-type: none">• Good Interpersonal and communication skills (verbal and written)• User experience focus. Able to champion a business and user’s view.• Adaptable.• Good Technical skills and understanding of our products as well as other products our customers might use (E.g. Windows OS)• Highly organised with an eye for customer critical details coupled with a strong sense of urgency.• Skilled problem solver, with structured work processes.
REQUIRED EXPERIENCE	<ul style="list-style-type: none">• Three years or more in a help desk role in a fast moving technical environment.

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.