



IoT Technical Support Agent

Location: Sofia, Bulgaria

Your new workplace:

We are a global technology company, with offices in Bulgaria and USA, which focuses on creating and implementing innovative IoT solutions for the security industry. We pride ourselves in best-in-class engineering capabilities that allow us to bring the highest value of products at the most affordable price to our clients. Our footprint is spread to 40+ countries on 5 continents, serving over 5000 businesses and impacting the daily lives of more than 1 million end users.

Are you ready to learn and quickly develop a deep technical expertise?
Keep on reading and let us know whether you believe there is a match.

Your new role:

As a Technical Support Agent, you will act as a single point of contact for technical inquiries of our enterprise customers.

Your mission will be to shape an exceptional customer experience by providing first-rate solutions while treating clients with extraordinary care and attention.

Responsibilities:

- Be first line of support for incoming e-mails and phone calls of our customers regarding various technical topics including software, hardware, and sales ones.
- Diagnose and troubleshoots issues within a time-wise span, ensuring the necessary track of evidence.
- Keep a well-structured and illustrative documentation regarding cases and key takeaways.

Requirements:

No previous experience required, but:

- Mastery of written and verbal English language.
- Technical background (knowledge of microelectronics, electronics, telecommunication is an advantage).
- Skillful listener and communicator with a problem-solving and proactive mindset, eager to learn and develop in the technical field.

For more questions, you can write to toni(@) [talentgardencoaching.com](mailto:toni@talentgardencoaching.com)

We take data protection seriously, you can read about our policy: <https://www.talentgardencoaching.com/privacy-policy>