Technical Support Engineer
Job Specification

Responsible for supporting users to ensure they're able to use Civo effectively, by being the first point of contact in relation to our products and any technical queries that may arise.

Main purposes of job

1. Assist users to ensure they receive a WOW level of customer service.
2. Provide technical assistance to any support queries that may arise.
3. Help to support the wider Civo community as a brand advocate.

Responsibilities

1. Respond to any support requests that come into Intercom.
2. Escalate support issues as required to SRE team.
3. Help users within our Slack community.
4. Provide customer feedback to support the Civo roadmap.

Key results/objectives

1. Respond and resolve support queries to agreed time based KPIs.
2. Provide a WOW experience for every client that exceeds the customer feedback rating KPI.
3. Generate increased awareness of Civo, through brand advocacy across every touch point.

For more information please contact people@civo.com or come see us at CCOS & KCD Guadalajara.