2BrightSparks Pte Ltd. Job Description

Software Support Specialist

2BrightSparks Pte. Ltd. are a leading independent software company with a very high reputation for delivering outstanding support for their backup program SyncBackPro and other utility software titles.

Enjoy a flexible and friendly work environment with an independent company that celebrates its tenth successful year of providing software solutions for individuals, corporations and non-profits the world over. Become an integral part of the company by supporting their thriving user community. In addition to providing technical assistance you will also be encouraged to contribute ideas to the on-going development of the company's software and services. This is a rare and exciting opportunity for the successful candidate to improve their expertise and experience in a range of areas relating to a dynamic software business.

As the Software Support Specialist you will work with the Development Team to solve technical problems and give assistance to the company's customer base, including responding on a public forum. It is therefore crucial that the Software Support Specialist has excellent communication and interpersonal skills.

Although the candidate should have a sound technical knowledge of the Windows, Apple and Android operating systems, it is more important that they are passionate about helping others and capable of finding solutions to technical problems. The successful candidate will demonstrate exceptional spoken and written English language skills.

2BrightSparks Software Support Specialist: Key Skills:

- Disciplined in working independently in a telecommute position.
- A courteous, patient and positive attitude in resolving customer questions.
- A sound understanding of Windows server administration, virtual servers, and similar enterprise-level areas.
- Experience using FTP, SFTP, SMTP, IMAP4, POP3, and cloud storage services (e.g. Amazon S3).
- The ability and willingness to ascertain customer inquiries which are not always clear from the outset (a born trouble-shooter).
- The ability to analyse then point out omissions and inconsistencies to the user in an accessible and empathetic manner.
- Is resilient and able to achieve high customer satisfaction.
- Is polite but firm concerning adherence to company support policies.
- Pro-active with suggestions for improvements to customer support, the software and website.
- A clear writing style for support responses, newsletter contributions and website support articles.
- Good at managing many open issues at one time (multitasking).
- Testing and evaluating new technology in a virtual environment.
- Experience using Apple OSX, iOS and Android would be an advantage.

Salary

2BrightSparks is a Singapore registered business with staff in Singapore and the UK. Salary scale will be dependent on experience. This is an immediate requirement so please apply ASAP for immediate consideration.

Contact

Contact Us to express your interest, or email support@2brightsparks.com with the subject "Software Support Specialist".