

Technical Support Specialist (Remote)

Responsibilities:

- The primary contact for technical questions about our charging and energy management (ChargePilot)
- Assist customers in the event of equipment malfunctions, software incidents, or user error
- Remotely dive into issues of production systems in the field and provide engineering team with data driven bug evidence
- Utilize expertise to perfect our process and quality management through extensive documentation
- Manage calls and email inquiries via our Salesforce ticket system
- Manage all support requests of our SaaS customers
- Coordinate with German counterparts to optimize processes and ensure consistency across an international company
- A little bit of everything – we are a startup.

Requirements:

- Effective team player with a can-do attitude and passion for the environment and electric mobility; we are a very mission-driven company that wants to enable an emission-free future
- Experience in technical customer support
- Experience with SaaS solutions
- Enjoy familiarizing yourself with new topics and complex technical contexts
- Find new ways to optimize processes
- The satisfaction of our customers is important to you
- Ability to work well independently and well in a team

Preferred Qualifications:

- Experience in the automotive or energy industry, bonus points if experience in the electric mobility industry.
- You understand that your job has two parts, reactive and proactive
- Experience working in a support environment such as a NOC
- Experience using Kibana or similar Elasticsearch visualization software

What we offer:

- Good times – we love what we do, work hard, and have fun along the way.
- Lots of autonomy and responsibility – you can significantly shape a new venture.
- Open feedback culture – we want to grow as people and help each other to do so .
- Learning opportunity – this is a young industry and every day you'll gain new knowledge and skills.
- Small multi-cultural team that is passionate about The Mobility House's mission

Competitive Benefits:

- Medical and Dental coverage
- 401k
- Paid holidays
- Bonus

Full time

Remote

Contact: tamara.smith@mobilityhouse.com