

Technical Support Specialist Level 1, Japanese

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Company: SOTI Inc

Location: Australia

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SOTI is committed to providing its employees with endless possibilities; learning new things, working with the latest technologies and making a difference in the world. SOTI's growth and success is a result of commitment to innovation through entrepreneurial culture and leadership. Employees are driven to make an impact, offer a unique value and most importantly, be part of a winning team. You are an educated professional at an early stage of your career. You have a great passion for modern technology, and you are driven by your energy to identify and resolve complex problems, while providing excellent customer service. If you are eager to prove your understanding of computer networking principles, your strong problem solving abilities in a fast paced environment, and you are willing to learn and grow, then this position offers numerous growth opportunities and a long-lasting career with SOTI.
Responsibilities
Provide telephone and email based post-sales technical support for our software products
Investigate issues reported by customers and work collaboratively with internal stakeholders and see through to resolution
Work proactively to update customers by reporting progress regarding outstanding queries
Endeavor to respond to all customer requests in a timely manner while improving customer experience
Provide superior customer service in regards to our MDM solutions.
Diagnose and solve application queries and answer customer questions
Use various devices to reproduce customer environments in order to troubleshoot issues further
Qualifications
Degree or Diploma in Computer Networking, Information Technology, Computer Science or a

related technical field
Solid understanding of the OSI model and computer networking principles (Firewalls, Network Protocols, Subnetting)
Previous knowledge with Windows 8.1, Windows Server 2008/2012 and other technologies (ie SQL / Virtual servers)
Knowledge of mobile computing platforms (Android, iOS, Windows Mobile and Blackberry)
Minimum 1- 2 years of relevant experience, exceptions for qualified candidates
Strong problem solving abilities, Strong team player (i.e. flexible, hard-working, fast-learner, self-motivated, results oriented)
Able to plan, prioritize and organize workload, consistently working within service standards and agreed objectives
Outstanding verbal and written communication skills in Japanese
If you want to bring your ideas to life, apply at SOTI today. Please note that SOTI does not accept unsolicited resumes from recruiters or employment agencies. In the absence of a signed Services Agreement with agency/recruiter, SOTI will not consider or agree to payment of any referral compensation or recruiter fee
About Us
From our humble origins in the founder's basement, to our industry leading position today, SOTI has worked hard to foster a company culture that we can all believe in. A culture that emphasizes personal growth, continuous innovation and tons of fun. Join SOTI today, and live the SOTI experience.
To learn more about life at SOTI, check out our SOTI Careers Site and follow us on LinkedIn, YouTube and Instagram. SOTI is an equal opportunity employer.

#J-18808-Ljbffr

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