

Business & Position Analysis Report.

For the position of:
Technical Support Specialist

Prepared for:
Okendo
Level 13, 333 George St,
Sydney, NSW 2000

Date Presented:
18 November 2021

Prepared By:
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THE POSITION

Position Title:	Technical Support Specialist
Organisation:	Okendo
Employment Term:	Full Time
Employment Length:	Permanent
Australia Location:	Level 13, 333 George St, Sydney, New South Wales, 2000
US Location:	2222 Ponce de Leon, Miami, Florida, 33134
Reporting To:	Veomany Khammarath, Technical Support Manager

Is this role newly created?

- Yes

Reason for Vacancy

- Due to business growth, Okendo sees the need to hire to support the international offices.

Overall Position Objectives

- To provide global Okendo customers with high-quality technical support by assisting with app installations and troubleshooting inquiries in a timely manner.

What does our Tech Stack look like?

- We are built on AWS, and our back end is powered by Lambda and DynamoDB (we have a serverless architecture). We have a close integration with Shopify through APIs in the back end and Shopify liquid templates on the front end.
- The JavaScript embedded in our client stores is as lean as possible to ensure high-performance loading. Our app administration area is written in Angular.
- We bundle with Webpack. We take our JavaScript to the next level with TypeScript, and VS Code is our editor-of-choice.

Key Responsibilities

- Completing onboarding tasks for merchants, which requires front-end development on Shopify storefronts (HTML/Liquid, CSS, JavaScript), such as installing Okendo widgets on storefronts, and performing any feature setup steps necessary (SEO, integrations with other apps)
- Fulfilling post-install and maintenance tasks for merchants: customizations of Okendo's widgets, installing extra components, looking into front-end bugs etc.
- Follow Okendo's guidelines/coding practices. Ensure the high quality of work expected, including yourself and your peers.
- Assist other support team members with their questions & tasks when applicable.
- Contributing to the maintenance of the internal technical documentation and customer-facing knowledge base.
- Escalating incidents to the development team, as necessary.

Systems Used

- Notion
- HubSpot
- Slack

Position Prerequisites

Experience

- You will have at least two years of experience in a similar role with a strong customer support background - mainly chat and email.
- You must have experience writing code, in either an academic or commercial setting. Ideally, using front-end technologies such as HTML, CSS, and JavaScript - an understanding of these technologies is a must.
- You should have clear and concise written and verbal communication skills, with the ability to engage technical and non-technical users. You should be confident at troubleshooting, debugging and problem-solving.
- Experience with customer support job - CS is a very specific kind of job and some people are not just born for it.

Qualities

- Someone who believes in extreme ownership – take complete responsibility in their actions, job, output, etc.
- Someone who learns things very quickly.
- Someone empathetic, warm, and engaging.
- Someone good at time management.
- Someone inquisitive and work to find solutions.
- Someone who is concise and to the point.
- Someone hardworking.
- Someone with good judgement and commercial acumen.

Nice to Have

- Experience in Shopify/Liquid.
- Experience with existing Shopify apps/integrations.

Personality Fit

- Open-minded and able to take on new ideas.
- Always looking for improvement and striving to be the best.
- Absolute attention to detail.
- Someone who takes responsibility for work and doesn't make excuses when things go wrong.
- Confident personality - willing to make decisions, own mistakes and make improvements.
- Self-starter with the ability to work independently but also as a part of a team.
- Ability to work to deadlines and give realistic estimates.
- Willingness to learn.

Key Performance Indicators

You will be delivering the agreed work to the agreed standard and to the agreed time unless changes to quality and timeframes are mutually agreed upon. This includes the following:

- The number of installations successfully completed.
- The number of tickets successfully completed.
- The delivered quality of tickets, which include meeting all expected designs/specifications, and achieving results with effective, clearly structured & formatted code that adheres to the standards.

Delivery Expectations for

By 30 days

- You will be learning about the business and the services it provides to its clients.
- You will have an in-depth understanding of the products and services offered by Okendo and have a firm understanding of installation processes.
- Okendo management deems you ready to start technically managing installations with supervision and support.

By 60 days

- You will be effectively communicating with clients via chat and email.
- You will be effectively and successfully running high-quality standard installations by yourself with little supervision or support.
- You will use your installation knowledge to start managing other technical support tasks.



By 90 days

- You will own the role and be able to successfully work independently.
- You will be achieving your set KPIs.
- You will be consistently completing high-quality standard installation and other technical support tasks.

By 12 months

- As the pioneer staff member for Okendo in Colombia, you will be the cultural leader who will be leading from the front about work, values, deliverables, etc.

Challenges upon commencement of the position

- The major challenge for this position is learning the nuances and processes of the role and organisation. The spectrum of questions you will receive in this role is very broad, so understanding the issue that needs to be resolved and identifying how to resolve it is key. Additionally, you will be also assisting a wide range of customers with differing technical understanding.

P&L / Budget responsibilities

- This position will not have any direct P&L responsibilities.

Performance Review

- Monthly performance reviews will be conducted for the first six months and quarterly thereafter to cover Key Performance Indicators and other activities.

THE ORGANISATION

Company Overview

The New Standard in Customer Reviews.

1,000+ high-growth Shopify retailers use Okendo to build shopper trust and excitement, showcase customer experiences and compel buying action.

Okendo builds a suite of customer-first software products for the next generation of consumer brands to drive growth throughout the buying journey.

We are a product-centric company, which means we invest more in our software designers and engineers than in sales and marketing.

We are also obsessed with the customer experience and ensuring we provide an unparalleled level of customer support, for both our merchant clients and industry partners.

Built specifically for high-performance Shopify retailers, Okendo is a customer marketing platform with all the tools needed to capture and showcase high-impact product ratings & reviews, customer photos/videos, and Q&A.

Okendo Reviews is a customer content marketing platform made exclusively for Shopify.

Trusted by leading Shopify and Shopify Plus retailers, Okendo has set the new standard for functional excellence, client support, and application ROI.

Core Values

- **Champion the Customer** - Our customers, brands, and retailers, are the heart of our business, and the pursuit of their success is our true north star. At every step, we champion their interests.
- **Be Better, Go Further** - We believe in high performance; mediocrity is not accepted at Okendo. We push ourselves to maintain a bias for action, tackle the hard problems, and continually set the bar higher.
- **Stronger Together** - It is only through our unity and collaboration will we gain the collective strength and wisdom to achieve our objectives.
- **Simplicity and Agility** - We believe the essence of brilliance is making the complex simple.

Affiliated Brands

- Skinny Dip
- Nomad
- Skims
- Margaux
- Overtone
- Zitsticka
- Knix
- Katy Perry
- Finisterre

Social Media Sites

- Website: <https://www.okendo.io/>
- LinkedIn: <https://www.linkedin.com/company/okendo/>
- Twitter: <https://twitter.com/getokendo?lang=en>
- Facebook: <https://www.facebook.com/getokendo/>

2021 Business Goals

- Continuing growth through exceptional service. This is measured through five-star service across onboarding, support, products, etc. Shopify App Store reviews are very important to the growth of the business.

Why Do Employees Stay

- Staff feels that at Okendo, they have the opportunity to be where they want to be.
- The staff shares their client-first mentality.
- Staff emotionally buy into the business and its clients.
- Staff enjoy extreme ownership and taking responsibility in their roles
- The staff enjoys knowing that their hard work pays off.

Business Culture

- The culture is very inclusive yet technical. While many of the team are introverted, they do enjoy talking about gaming, anime, sharing memes, etc
- Hard-working
- Easy going and fun.
- Open and honest.

Common traits of the type of person that thrives in the Okendo environment:

- People who take responsibility for their role and actions
- Good time management skills
- People who are cooperating in a team

What type of person DOESN'T fit the Okendo environment?

- People who make excuses and pass ownership/responsibility to others.
- People who are not customer-first
- People who clock watch.



THE DIRECT TEAM

Veomany Khammarath, Technical Support Manager

<https://www.linkedin.com/in/veomany-khammarath/>

Veomany has over 7 years of technical and development experience and specializes in the company's computer systems and networks. She ensures the round-the-clock operation of systems and when problems arise, create quick and permanent solutions.

Management Style

- She likes to assign work and just let the staff do it themselves.
- She expects that the staff will know what to do.
- She believes that if you do not know – you should always ask and not just wait.
- She likes responsible people.

Management Pet Hates

- Someone who waits until the last minute before informing her that a task could not be done.



MISCELLANEOUS

Shift Time:

- 10:00 AM – 07:30 PM, Colombia Time, Monday - Friday

Benefits and Perks

- Year-round employee support for personal and professional needs by accredited life coaches and employee experience specialists.
- Monthly social activities for staff to build professional networks with like-minded industry professionals.
- Sending individual birthday cakes and other milestone celebrations for staff.
- Career guidance and growth sessions with our experienced team to ensure your staff realign with your goals as you both grow.



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