

# Customer Support Specialist

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**Company:** Innovatech Solutions

**Location:** Remote (United Kingdom)

**Salary Range:** £30,000 – £38,000 per annum

## THE ROLE

Innovatech Solutions is seeking a highly empathetic and technically proficient Customer Support Specialist to join our rapidly growing team. You will be the first point of contact for our SaaS product users, helping them navigate technical issues, understand features, and ensure high levels of customer satisfaction and retention.

This role requires a dedicated professional who thrives on problem-solving and excels at turning frustrated customers into product advocates.

## KEY RESPONSIBILITIES

- Manage a high volume of incoming support requests via live chat, email (Zendesk ticketing system), and occasional phone calls.
- Diagnose, troubleshoot, and resolve technical issues related to account settings, integrations, and product bugs.
- Maintain an average CSAT (Customer Satisfaction) score above 90%.
- Create and update internal knowledge base articles and external documentation to empower self-service.
- Escalate complex or unresolvable issues to the Tier 2 support or engineering teams efficiently.
- Identify trends in customer issues and provide proactive feedback to the Product team.

## REQUIREMENTS

- Minimum **2 years of experience** in a customer-facing support role, preferably for a SaaS or technical product.
- Proven proficiency with **CRM and ticketing systems** (e.g., Zendesk, Salesforce Service Cloud).
- Exceptional written and verbal **communication** and **de-escalation** skills.
- Strong ability to explain complex technical concepts in simple, user-friendly language.
- High level of **empathy** and a patient, customer-centric attitude.
- Ability to work independently in a fast-paced, remote environment.