**Job Title:** Technical Support Specialist I

**Department:** Tier 1

**Reports To:** Tier 1 Manager

**ABOUT VENN**

Venn is the first purpose-built patented technology for Secure BYO-PC. Venn secures remote work on any unmanaged or BYOD computer with a radically simplified and less costly solution than virtual desktops or having to lock down every PC. Similar to an MDM solution but for laptops – work lives in a company-controlled secure enclave installed on the user’s PC or Mac, where all data is encrypted and access is managed. Work applications run locally within the enclave – visually indicated by the Blue Border™ – where business activity is isolated and protected from any personal use on the same computer. Company data is now protected without having to control the entire device, and as a result, remote work is secured without the cost, complexity and performance issues of VDI.

As happened in the past with mobile phones, employees want to use their preferred computer – not have one for work and one for personal – while companies are eager for ways to avoid buying, shipping and locking down computers. With Venn, Secure BYO-PC technology is now a reality. Over 700 security and compliance-driven organizations, including Fidelity, Guardian, and Voya, trust Venn to meet FINRA, SEC, NAIC, and SOC 2 standards.

**YOUR ROLE AND IMPACT**

As the first point of contact for Venn’s customers and internal users, Technical Support Specialists are responsible for building strong relationships with our clients and delivering an exceptional user experience. Technical Support Specialists monitor our phone and ticketing systems, leverage their technical knowledge to solve issues within Venn’s application hosting environment, and coordinate with other internal resources to ensure end-user adoption of our technology. The successful candidate is a digital native and has experience troubleshooting and resolving issues with Windows and Mac OS as well as Microsoft Office suite of tools (Outlook, Excel, Word, PowerPoint, and Teams), and virtualization mechanisms such as Citrix. Experience with ticketing services like Zendesk is required. The Technical Support Specialist must be customer-focused, curious, results-driven, and able to multi-task. This role reports to the Tier 1 Manager.

**What You Will Do:**

* Handle high volume calls and monitor, triage, and troubleshoot incoming requests via ticket queues.
* Provide technical phone support to our customers and internal users that utilize the Workplace product and logging calls via our ticketing system.
* Navigate through technical documentation to determine troubleshooting steps for specific issues.
* Monitor the ticket queue to ensure that all contractual SLAs are satisfied.
* Maintain detailed and consistent documentation of incident or event notes in Zendesk.
* Provide remote desktop support to clients and internal end-users.
* Identify potential issues in real-time and proactively.
* Inform management of trending issues and identify opportunities for process improvement.
* Develop strong cross-functional relationships to leverage next-level support and ensure end-user success using Venn’s technology products.
* Maintain a professional and upbeat atmosphere with customers and colleagues.

**What You Will Bring:**

* B.S./B.A. or A.S./A.A. in Computer Science, Information Technology, or related field preferred.
* Combination of certifications and equivalent practical technical experience also accepted.
* 2+ years of related technical experience providing application and desktop support in a fast-paced environment.
* Expert knowledge in troubleshooting performance and connectivity problems with Windows 10/11 desktops, Mac, and MS Office suite of products.
* Comfortable using Microsoft native tools and utilities in troubleshooting various issues.
* Familiarity with mail flow concepts in MS Exchange or Office 365 environments.
* Proven record using analytical skills and other resources during troubleshooting.
* Experience with Zendesk or other ticketing services required.
* Ability to adapt quickly to changing priorities and make quick decisions with available information.
* Strong customer service and multitasking skills.
* Ability to troubleshoot and think “outside the box”.
* Knowledge of LAN/WAN and mobile computing environments
* Strong written and verbal communication skills.
* Excellent interpersonal skills and communication skills to work as a productive member of the Tier 1 Team.
* Ability to prioritize and organize effectively.
* Ability to work both independently and with others.
* Ability to work in a fast-paced and sometimes stressful environment performing multiple tasks at one time.
* Knowledge of Cloud computing and Citrix environments.
* Experience troubleshooting financial and accounting applications from Intuit, Thomson Reuters, Wolter Kluwer and others.
* Experience providing support for a managed service provider.
* Knowledge of LAN/WAN and mobile computing environments.
* A desire to learn new technologies, methodologies, solutions, and understand the business needs of our customers.
* Adaptability to our overall vision, goals and dynamic culture and environment.

*Venn is an Equal Opportunity Employer. We value and champion diversity in all forms and are committed to fostering an inclusive workplace environment for everyone. Our goal is for every individual to feel comfortable bringing their authentic self to any interaction with Venn.*