

Job Title:	Technical Support Level 1	Job Category:	Operations
Department/Group:	Operations	Job Code/ Req#:	TS Ops 1
Location:	Indore, Madhya Pradesh	Travel Required:	No (Limited)
Level/Salary Range:	TBD	Position Type: Position Type (i.e.: full-time, part-time, job share, contract, intern)	Full Time
HR Contact:	HR Contact	Date Posted:	October, 2022
Will Train Applicant(s):	Yes, 30 days	Posting Expires:	November 1, 2022
ADDRESS of Office:	Crystal IT Park, Indore, Madhya Pradesh 452001		

Applications Accepted By:
EMAIL: HRSUPPORT@LSQUARED.COM

Subject Line: Tech Support Candidates (Name)

Job Description
ROLE AND RESPONSIBILITIES

We are in growth mode and need to hire curious, productive, technically proficient, smart, initiative-taking team players to join our team. This role reporting to the IT Ops Manager, will be responsible for onboarding of customers, solving real world customer problems, troubleshooting, and assisting sales teams with technical questions. This is a hybrid role that will require technical aptitude, communications skills, project management, process improvements skills and will provide exposure to customer deployments, integrations and operational work with both hardware and software. The ideal candidate will be someone that gets excited about complex technical problems, helping customers with adoption of the technology and bringing new features to life quickly to assist with new projects. As such we are looking for a dynamic, intelligent team player that has the skills, knowledge and abilities to interface with customers and work autonomously on the following:

- Respond to answering of tickets that are open by our customers in a professional and timely manner.
- Document meaningful notes and details for resolutions in IT documentation / incidents / requests / problems into Hubspot Ticketing Platform
- Reporting and Proactive monitoring customers end points / devices / online or offline status and report and trouble shoot issues that are affecting up time.
- Provide reports on particular and specific customers and up time analytics, trouble shooting and tickets.
- Communicate technical findings via Teams and Reporting in Hubspot to keep interdepartmental teams informed on vital developments and issues affecting our customer base.
- Log and track reported issues to IT and vendors to troubleshoot and resolve various problems.
- Communicate proactively to ensure the end user is aware of status and next steps
- Provide exceptional customer service through courteous, prompt, and accurate communication. Use customer service soft skills to address upset customers and remediate complainants without the need for supervisor involvement.
- Ability to work non-standard hours, weekends, and on-call as necessary.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Customer service mindset
- Great critical thinking skills, problem solving, curious individual who likes to dig in and understand challenges, works through them and is committed to being adaptable.

- Minimum 3 years of direct end user support experience, including Microsoft Windows, PC Hardware, LAN/Wi-Fi Networks, mobile devices, Office applications, and remote users support experience
- Experience with Microsoft Servers, Windows Operating System, Chrome OS, Chromium
- Understanding of Computer Networks Firewalls
- Excellent communication/ interpersonal skills
- Lifelong learner, staying current with system information, changes, and updates.

PREFERRED SKILLS

- Not Required but preferred bachelor’s degree or education in engineering, computer science or another technical field
- Experience with imaging and customizing Windows 10

ADDITIONAL NOTES

L Squared is a SaaS company building the next generation of communication solutions for the modern business that harnesses the power of data, analytics and a simple user interface to organize, distribute and publish content that is dynamic, relevant, and personalized. “The L Squared Hub” an industry leading secure cloud content management and distribution platform supports SMB and Enterprise allowing any business to easily take their critical information and present it to customers, employees, and decisions makers either on demand or by scheduling. Featuring an off the shelf or customized platform, that creates immediate visibility to core business metrics, communications or simply information to keep key employees informed by bringing data, analytics and communications to the forefront that empower employees to be more knowledgeable, productive, and informed.

Our best-in-class user interface combined with our cloud platform turns any existing TV, digital display, dashboard, desktop, mobile device, anywhere in the world, into a powerful communication medium that is relevant and personalized.

Now, we’ve grown rapidly over the past two years, supporting high profile clients in the USA, Canada, Europe, South America, Australia and Asia. We are gearing up for even faster growth and looking for motivated, passionate and intelligent team players that love to work in fast paced, sometimes chaotic environments, who believe in integrity, mutual respect, quality work and being customer obsessed to join our team.

Reviewed By:	Safouan Abidi / Gaurav Pandey	Date:	October 2022
Approved By:	Safouan Abidi/ Shanthi	Date:	October 2022
Last Updated By:	G2 Forsberg	Date/Time:	October 2022