



253 Summer Street Suite 303 Boston, MA 02210, USA  
844-enevo-us

## **Technical Support Specialist**

Enevo is a comprehensive logistics solution provider that saves time, money and the environment. Our goal is to become the leading global provider of smart logistics optimization solutions for the waste management and recycling industry – helping both commercial waste management companies and public organizations to operate more efficiently. We are looking for an individual that has technical competency and customer service skills, and is excited to join an international team that is using a disruptive technology to revolutionize an industry.

### **Position Summary:**

The Technical Support Specialist will provide product support to current/prospective customers, sales and new product development. As a Support Specialist you will be the first line interface (tier one support) in all support matters. In doing so, one will work closely with sales teams, piloting customers and commercial customers. The position reports to the Technical Solutions Specialist.

### **Responsibilities (Includes but not limited to):**

- Respond to support inquiries from world-wide commercial and piloting customers
- Support Sales team efforts in acquiring new customers
- Monitor customer accounts to ensure highest standard of service
- Collaborate with development teams to support new products and features
- Perform and document tech-tests to validate support for new applications
- Participate in 24x7 on call shifts - this needs to be part of the agreement.
- Help reduce the number of incoming requests by creating technical documentation
- Participation in providing training to customers as required

### **Desired Experience and Skills:**

- Bachelors Degree required, preferably in Information Systems, Business Administration or Communications
- 2-5 years of experience preferably in the “Internet of Things” or SaaS (Software as a Service) industry, in a role requiring a lot of customer interaction
  - 1-2 years in tech support role
  - 1-2 years in customer service role
- 2-5 years of experience in customer-facing tech support role
- Strong technical skills and savvy, including:
  - Configuration experience (such as changing a name)
  - Proficient in the Microsoft Office Suite
  - Proficient in both Windows and Mac OSX operating systems
  - Basic knowledge with MySQL databases (can develop queries) that enable you to run reports from the database
- Experience acting as liaison between internal sales teams and customers to the technical/development teams
- Excellent communication skills – a big part of this role is the ability to speak by telephone directly with customers and educate them on the technology



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- Attention to detail and the ability to learn quickly - there are many small details which need to be taken into account for a correct installations
- Strong customer service skills - the candidate should want to help people and solve their issues - he/she should get a blast out of resolving a problem for a customer.
- Capable of handling a high volume of issues in parallel.
- Must be willing to travel 10%-25%
- Waste management industry experience is an advantage

Compensation: We offer very competitive compensation and benefits packages, including equity.

To inquire, please call or e-mail Julie Vairo at 617-784-5686; [julie.vairo@enevo.com](mailto:julie.vairo@enevo.com)