



Technical Support Engineer

The Technical Support Engineer (TE) follows established guidelines to provide technical support and assistance regarding Company's products and services to partners engineers or our B2B customers if it's necessary.

Key responsibilities:

- Serve as the first point of contact for Partners across the territory who have customer's inquiries, requests or issues relating to KL products or services; as needed, responsible for engaging the appropriate individuals or teams to provide guidance/resolution;
- Quickly respond to partners calls, web cases, emails and chats – deliver a high level of service and provide prompt resolution to ensure customer satisfaction
- Support ongoing customer retention activities, including researching what may be the root cause of a customer issue or problem
- Assist with queries and end-to-end resolution relating to (but not limited to) product licensing, activation, upgrades, renewals and customer portals; liaise with other KL business units as needed
- Manage customer inquiries and troubleshoot customer issues using appropriate reference materials and internal knowledge documents
- Strive to impress customers with exceptional service and continually search for ways to improve processes and deliver additional value to the customer, thereby driving customer loyalty
- Facilitate a positive and productive team environment
- Leverage collaboration as a tool to solve business and customer problems
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Qualifications:

- 2+ years of customer service experience
- Certifications required:
 - Microsoft Server & Workstation
 - VSICM, VMware vSphere
 - CompTIA Security + equivalent
- Experience in or strong interest in the Software and Technology industry preferred
- Experience in customer relationship management tools such as Salesforce.com is preferred
- Ability to quickly respond, efficiently manage time and shift from one task to another while managing daily priorities
- Excellent business communication skills (spoken and written)
- Advanced problem solving/troubleshooting skills
- Ability to explain complex ideas in simple terms
- Proficiency in Microsoft Office Suite

Specific language capabilities: fluency in English and French is required