

Tier 1 Technical Support Indonesia

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Company: Chronos Consulting

Location: Indonesia

Category: other-general

Job Description

Our client is a leading WordPress page builder plugin. They are looking for Technical Support Agents. These are full-time, home office based positions providing technical support via chat or email during regular working hours.

As Tier 1 support you will learn how to review, analyze, and resolve a variety of customer issues, quickly, and professionally, and will communicate in English with web professionals from around the world, via tickets, emails, and live-chat.

The Tier 1 agent is an entry-level position that can be a gateway role to any aspiring web technologist, with a passion for customer service.

Requirements

Troubleshooting and technical issue analysis skills

Ability to fluently communicate complex technical ideas in English

Ability to break down and guide through a technical process

Ability to work under pressure

Transparency, accountability, and the ability to work independently

Exceptional courtesy, patience and overall a “people’s person”

Experience with WordPress, HTML, CSS – an advantage

Web Servers and web infrastructure – an advantage

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