



TECHNICAL SUPPORT ENGINEER

Full-time

Location: Fully Remote (occasional travel)

BE PART OF A TEAM THAT EMPOWERS YOU

Eracent is a global leader in the development and delivery of dedicated SAM/ ITAM solutions. An international environment with global customers who rely on our expertise in SAM. With us, you will find a team-oriented work environment. A chance for you to succeed in an environment where you will have the possibility to make a daily impact. For over 20 years, Eracent has provided ITAM and SAM solutions that are consistently recognized in Gartner Market Guides and Magic Quadrants, and which help global Fortune 1000 companies manage their assets and software licenses, optimize costs, and reduce publisher audit and security risks.

The ideal candidate will be able to hit the ground running and bring their experience and skills to the team. To continue our growth, we are in search of the most highly skilled people who have their best work ahead of them. We believe that having the right people is the key to success.

We're Growing while transforming the software industry. Ready to help... JOIN OUR TEAM!

PRINCIPAL DUTIES AND RESPONSIBILITIES

We are currently recruiting a **Technical Support Engineer** to join our team. The ideal candidate will be capable of providing highly skilled technical support while confidently interacting with customers on a day-to-day basis. Experience supporting Eracent ITMC and Discovery module on a technical level will be a plus.

- Serve as primary contact to dedicated customer accounts
- Provide exceptional technical support and services effectively to customers and partners. (WebEx, phone, email, on-site visits) to provide support for Eracent products installed at customer sites, including technical support, training, and project management
- Work with the 2nd Tier team and development staff to resolve issues as needed
- Provide sales and development staff with customer feedback
- Maintain customer data (i.e., contact information, server configurations)
- Perform regular follow-up contact with customers
- Diagnose, troubleshoot, and resolve escalated, complex, or business-affecting customer issues within the service level target
- Build strong relationships with customers by understanding workflows and business needs. Handling all incidents with a sense of urgency and professional attitude.
- Ability to work after-hours support when necessary.

KEY COMPETENCIES

- Customer support/troubleshooting experience in technical/computer environment
- Computer experience – server and desktop operating systems, SQL Server, IIS, Unix/Linux, Mac, and networking protocols
- Proactively manage and respond to customer questions, issues, and input accurately

- Organized, meticulous, self-motivated, and excellent written and oral communication and phone skills.
- Excellent follow-up of issues from inception through resolution
- Works well in a dynamic environment, adaptable to shifting priorities, works effectively in a fast-paced environment, handles pressured situations, and responds aptly.
- Ensure outstanding end-to-end client support experience by proficiently managing incidents and actively communicating their status to clients and management throughout the event's response cycle.

MOTIVATORS

- Competitive Salary
- Eracent provides comprehensive benefits
- Unique opportunity to work within a well-established, dynamic company in the IT asset management space
- Continued training in Eracent technologies will be provided as needed.

Eracent is an Equal Opportunity/Affirmative Action Employer. We consider applicants without regard to race, color, religion, age, national origin, ancestry, ethnicity, gender, gender identity, gender expression, sexual orientation, marital status, veteran status, disability, genetic information, citizenship status, or membership in any other group protected by federal, state, or local law.

Eracent understands the value of employing a diverse, equitable, and inclusive workforce. We recognize that equity necessitates acknowledging past exclusion and that inclusion requires intentional effort. Eracent is committed to championing policies and practices that foster a welcoming environment for all.