

Job Vacancy

Technical Support Engineer

Ping HD is a rapidly growing digital signage software company. We specialize in providing a web based digital signage content management platform. Our software, EngagePHD™, allows our customers to manage content on digital signage displays anywhere in the world.

In response to our success and steady growth, we are looking to expand our world class support team so that we can continue to provide the industries best customer support.

Job Description

Based in Denver, CO, we are looking for a Technical Support Engineer to provide enterprise-level assistance to our customers. Responsibilities include resolving software issues and questions relating to our EngagePHD™ software. You will use phone, email and chat applications to give clients quick answers to software related issues and where applicable any hardware related issues.

For more complex problems that require nuanced instruction, you will contact clients via phone and/or provide clear, written instructions and technical manuals.

To be qualified for this role, you should hold at least 1 year experiences in a first or second line support role with a good overall understanding for trouble shooting network connectivity issues.

If you're naturally a helper, enjoy assisting people with computer issues and are able to explain technical details simply, we'd like to meet you.

Responsibilities

- Taking ownership of customer issues reported and seeing problems through to resolution.
- Research and identify solutions to EngagePHD™ related software issues.
- Be able to identify whether the issue is software, OS, hardware or network related and respond accordingly based on each customers unique circumstances.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Ask customers targeted questions to quickly understand the root of the problem.
- Track computer system issues through to resolution, within agreed time limits.
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Properly escalate unresolved issues to appropriate internal teams (e.g. senior support/development).
- Provide prompt and accurate feedback to customers.
- Refer to internal or external resources to provide accurate technical solutions.
- Ensure all issues are properly logged within the ticketing system.
- Follow up on aging tickets.
- Prioritize and manage several open issues at one time.

- Follow up with clients to ensure their digital signage displays are fully functional after troubleshooting.
- Prepare accurate and timely reports.
- Document technical knowledge in the form of notes so they can be used to generate knowledge base articles.
- Maintain friendly relationships with clients.

Requirements

- Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role.
- Hands-on experience with Windows/Mac OS environments.
- Good understanding of computer systems, mobile devices and other tech products.
- Ability to diagnose and troubleshoot basic technical issues.
- Excellent problem-solving and communication skills.
- Ability to provide step-by-step technical help, both written and verbal.
- Flexible working hours/days to accommodate project let support requirements and time zone shifts.

Nice to Have Skills

- In addition to being fluent in English, being able to read/write and speak Spanish would be excellent.
- Experience with HTML and JavaScript.

To apply, please send your resumed to jobs@pinghd.com. Strictly no agencies.