

## Job Description

### Technical Support Specialist Opportunity

Be Top Local is looking for a Technical Support Specialist that is responsible for assisting clients and staff with technical issues. The ideal candidate will handle all questions relating to computer hardware or software. They must be comfortable with taking phone or video calls from clients and communicating through messaging platforms.

### Ideal Candidates for Technical Support Specialist

- Someone who loves troubleshooting technical issues
- Someone who can explain solutions in a simple yet understandable manner
- Someone that loves processes and isn't afraid to create new ones when an easier solution is available
- Someone who isn't afraid to pick up the phone to help a client when necessary

### Technical Support Specialist Responsibilities

- Monitor and respond quickly to incoming requests related to IT issues
- Handle customer and staff technical support tickets
- Update customer information in our software programs
- Assist in updating client and internal FAQ's about technical issues

### Requirements/Qualifications

- General awareness of computer systems, PC repair and network management
- Resourceful and quick thinking for troubleshooting new and critical technical issues as they arise
- Strong drive to provide excellent customer service and experience with an awareness of prioritization of tasks
- Organized with a high attention to detail
- The ability to multitask, prioritize, and manage time effectively
- Ability to work in a fast-paced environment and proactively implement changes to campaigns for best results
- Excellent verbal and written communication skills
- Must have home office equipment/computer and high speed-internet

### Why Choose Be Top Local

Be Top Local is a fast growing internet marketing company located in Utah. Our small dedicated team helps local businesses utilize the internet to attract and convert local customers. Bottom line, we love what we do and the people around us. We embrace teamwork, honesty, and strong work ethic, and we're confident enough to break through some of the corporate bullshit. That's why we've created a relaxed culture that's focused on growth and performance. If you like to get work done while having increased work-life balance, this job is for you.

Please email resumes to [Amy@betoplocal.com](mailto:Amy@betoplocal.com)

Job Type: Full-time

Compensation:

- Dependent on experience

Schedule:

- Monday-Friday

Experience:

- IT Experience: 2 years (Preferred)
- Previous agency experience a plus

Work Location:

- Remote