

## **TITLE: Technical Support Representative Tier 2**

Department: Technical Support and Validation

Reports to: Technical Support Manager

### **JOB SUMMARY:**

This position is responsible for the day-to-day handling of all support phone calls and tickets/e-mails of Comodo's customer base. This includes assisting customers with CSR generation and SSL certificate installation. In addition, duties also include technical support of Comodo enterprise products.

Main responsibilities will include working closely with Comodo's customer base and sales department. This position is to provide outstanding professional and technical service. The position requires a combination of technical, organizational, and superior customer service skills. The successful candidate must have the ability to thrive in a start-up environment while applying their existing skill sets and training to increase their knowledge base. Shift work Monday thru Friday including holidays.

### **ESSENTIAL FUNCTIONS:**

Technical Support Representative

- Handle day-to-day support activities associated with maintaining Comodo's customer base.
- Assist customers with CSR generation and SSL certificate installation.
- Provide technical support for Comodo Enterprise applications.
- Assist in closing out opened tickets through follow-up with customers.
- Independently resolve **technical** & customer **support** issues and escalate cases when appropriate.
- Attention to detail and patience for user questions.

Technical Skills

- Strong knowledge of Linux and Windows operating systems.
- Knowledge of Windows Networking
- Experience with information security products. (antivirus, spamfilter, email encryption, etc.)
- Basic knowledge of Internet protocols and services including: TCP/IP, DNS, SMTP, POP3, FTP, telnet, ping, SSH, and http/https.

### **QUALIFICATIONS:**

The ideal candidate will have demonstrated technical skills consisting of 1-2+ years of technical support / help desk experience. Additionally, ideal candidates will possess Microsoft, Cisco and/or Security industry certifications of their technical knowledge. A technical college degree is preferable. Strong communication and organization skills, with attention to detail and must be able to multi-task. Superior customer service and phone mannerism is required to handle support of Comodo's customer base.

- Bachelors or college degree in business and/or technical related field or equivalent experience preferred.
- Experience working with large accounts.
- Knowledge of corporate environment.
- Knowledge of LPI products and services, including policies and procedures.
- Computer literacy skills must include use of e-mail, databases and word processing applications.
- Excellent interpersonal and organizational skills.
- Possess qualities such as integrity, fair mindedness, and a persuasive, congenial personality.
- Excellent verbal and written communication skills.

**COMPENSATION:** TBD