



**POSITION: SR. TECHNICAL SUPPORT ENGINEER, TIER 2**

**LOCATION: MANCHESTER, NH**

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## **WHO WE ARE**

Acuant is a next gen Identity Verification Platform that reduces fraud while providing a seamless customer experience. Award-winning products include ID capture and auto-fill software and ID authentication with the industry's highest speed and accuracy rates. Solutions are deployable via web services (cloud), mobile and desktop applications. Acuant also offers Chip and e-Passport authentication with PKI, facial recognition software and manual review of IDs.

Holding more than 20 patents and powered by human-assisted machine learning, Acuant possesses the industry's largest ID library and has completed more than 3 billion transactions worldwide. Partners include Fortune 500 and FTSE 350 organizations and start-ups in all industries. For more information please visit [WWW.ACUANTCORP.COM](http://WWW.ACUANTCORP.COM).

## **WHAT WE LOOK FOR**

Acuant is known for delivering high level of customer support and satisfaction to our clients. This position is the primary interface for customer service with our customers. As such, candidates for this role must be extremely professional, customer-centric and possess excellent communication skills.

This person hired will also work closely with the product development team (tier 3) and the sales organization. The candidate will need to have strong technical skills, be able to quickly learn and become an expert with Acuant's suite of products.

Our associates are part of our team, contributing ideas and strategies that can have a visible and tangible effect on the future of our company. Our ultimate goal is to find someone who meshes with us and complements our team. This means a hard working, talented, helpful and humble person who is just as willing to get in and do menial tasks, as they are to lead an entire project to success.

## **WHAT YOU WILL BE RESPONSIBLE FOR**

- Handle technical support inquiries from customers via phone or the company's web-based support website (ticket-based) from initial contact through resolution
- Escalate issues to product development (tier 3) when necessary and serve as a conduit between the customer and product development team
- Provide technical support and product expertise to the sales organization, including participation in pre- and post-sales discussions
- Participate in customer meetings, training sessions, and other forums as a technical product expert
- Develop metrics to measure key performance indicators related to customer support and identify and implement process improvements with the goal of streamlining the support process or improving the level of support provided
- Manage and expand an online knowledgebase that is accessible both internally and externally



- When time permits, the individual may also assist in the software quality assurance process by performing product testing
- While not expected to be a frequent occurrence, travel to customer sites may be required in some instances

### ***Required Skills***

- Minimum 5+ years' experience in technical support field
- Extensive familiarity with Windows operating system, Win 7 and above.
- Strong Windows-based technical skills, especially as they relate to software installation, configuration, and deployment
- Experience providing technical support to customers for complex hardware and software products, including the ability to determine whether a particular issue is caused by hardware, operating systems software, application programs or network failures
- Experience and technical knowledge of Windows Server and cloud environments such as AWS or Azure
- Experience with ticket-based support tools (e.g. HappyFox) and issue management systems (e.g. JIRA)
- Demonstrated ability to work independently within a team environment
- Strong troubleshooting and problem solving skills
- Organized, self-motivated, and have a high-level of attention to detail
- Excellent verbal and written communication skills, as the role requires effective communication, both internally and with customers, in speech and in writing

### ***Desired Skills***

- Comp TIA A+, Network+, Security+ Certifications is a plus
- Experience with Citrix and other terminal server environments
- Experience and understanding of the software development lifecycle

### **HOW WE VALUE OUR EMPLOYEES**

- You will always be heard, decisions are collaborative
- Competitive compensation
- Challenging and rewarding work
- Generous benefits package
- Work with an incredible team of smart and mission-driven people