

Title: Technical Support Associate
Location: Raleigh NC
Reports to: Director, Product Development

Aperian Global is looking for a **Technical Support Associate** with a passion for customer service to assist our clients and internal teams working with our flagship web application, **GlobeSmart**, and related online apps/products. Our apps enable individuals and corporations to work effectively across boundaries.

The Job:

We're looking for an individual who is excited to support our customers and solve their technical challenges with using Aperian Global's online applications, especially GlobeSmart. This position is responsible for not only responding to incoming tickets via email, chat, and phone, but also liaising with the product development team about common customer issues and bugs. As a part of the product development team, this position will also assist with User Acceptance Testing of new bugs and features in order to stay up to date on all of Aperian Global's online learning solutions. You will work directly with product directors, project managers, founders, technical directors, frontend developers, frontend designers, and contractors. In one to two years, we are planning to expand the development team internally.

Responsibilities:

If you're right for this position,

- you enjoy providing excellent customer service by responding to support tickets in a professional, friendly, and timely manner.
 - you feel right at home assisting customers with password and access resets, account customization, usage inquiries and general technical and functional questions regarding Aperian Global online learning solutions.
 - you are interested in gaining a deep understanding of Aperian Global's online applications and how they are used, while staying up to date on new features and functionalities.
 - you care about the details when it comes to identifying and documenting bugs in a bug tracking system as well as assisting the development team with User Acceptance Testing.
 - you want to create and contribute to improving customer support documentation and knowledge base while thinking of ways to apply new developments to improve organizational performance or customer service.
 - you will be comfortable working with remote global team members while actively seeking opportunities for collaboration.
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Qualifications:

We love working with good people who care about our customers and each member of the team. On top of that, we're looking for someone with some or all of the following attributes:

- Excellent written communication skills.
- A real desire to help people and be an advocate for the customer.
- Positive and optimistic approach to problem-solving.
- Self-motivated and able to work both independently and in a collaborative virtual environment.
- Experience in working in multicultural teams, often virtually, and managing multiple priorities.
- Exceptionally detail-oriented.
- At least 2-3 years of relevant business experience with measurable results.
- Familiarity and comfort with web-based training tools and e-learning methodologies.

Who Are We?

With over 25 years of experience, Aperian Global partners with organizations to develop the skills necessary for success in a global work environment. We provide learning solutions via facilitated programs, online learning tools & consulting services in the areas of Leadership Development, Global Mindset, Team Effectiveness & Global Mobility.

Why Work For Us?

We are a passionate mission and values driven company that trains organizations around the globe to have a better understanding of cultural differences as they conduct business with each other. Our mission is to develop the capabilities of individuals, teams and organizations to perform effectively worldwide in order to create a sustainable global future.

We offer competitive compensation and a generous benefits package including the opportunity to work remotely. For more information check us out on our website at <http://www.aperianglobal.com>.

To Apply For The Position

Please visit our careers application portal to apply: <https://aperianglobal.bamboohr.co.uk/jobs/> .
EOE
