Product Support Engineer

About the role

We are seeking a dynamic and skilled Product Support Engineer to join our team. The ideal candidate will possess a strong technical background, excellent problem-solving abilities and a passion for customer service. As a Product Support Engineer at Blindata, you will play a pivotal role in ensuring our customers are successful with our software.

Experience

Our ideal candidate will have at least one of the following:

- a background in the window covering industry, with hands-on experience in manufacturing, product development or system administration; or,

- a background in software support or customer success, handling onboarding and continued success for customers implementing a software.

We request that all applying candidates have at least two (2) years such experience. By having a deep understanding of our industry, from either a product or software perspective, your first-hand knowledge of the challenges and processes a customer will be required to complete, you will be better equipped to effectively support customers and provide valuable insights to the development team.

Main duties

- Proficiently address and resolve customer requests, ensuring high customer satisfaction.

- Conduct deeper investigations into complex issues independently and as part of the wider team, creating and enhancing internal documentation as needed.

- Develop engaging resources, such as how-to videos, to optimise support efficiency.

- Dedicate time twice weekly to testing tickets developed in our latest released based on developer-provided criteria.

- Apply a holistic understanding of our software to assess how changes may impact other features or customer use cases.

- Highlight discovered issues to developers for resolution before the main release.

- Take a leading role in our release note process, including content format, media integration and customer engagement strategies.

- Ensure release notes effectively inform and engage our customers.

- Help facilitate training sessions for both company-specific and multi-company audiences either in-person or virtually.

- Assist in upselling and cross-selling during customer interactions, despite not being in a direct sales role.

- Play a role in demonstrating software to potential clients, aiding in their conversion from prospect to customer.

Requirements

- Proven experience in any of a customer service, product development or technical role, which ideally would have been within the window covering industry.

- Good knowledge how processes lifecycles work with proficiency to learn new ones quickly.

- Excellent problem-solving and analytical skills to diagnose and resolve technical issues effectively with and without wider support.

- Experience in software testing and understanding the impact of software changes on overall functionality.

- Strong communication skills, both written and verbal, with the ability to create clear and engaging documentation and resources.

- Ability to multitask, prioritise and manage time effectively in a fast-paced environment.

- Strong attention to detail and commitment to providing excellent customer service.

- Familiarity with ticketing systems and customer relationship management (CRM) tools.

- Willingness to travel occasionally for customer visits or industry conferences.

- A proactive approach to business support

Location

This role is primarily remote and home-based, unless you are travelling to a customer visit or industry conference as may occasionally be required.

Why Blindata?

Blindata is a leading software development company in the window covering industry, providing enterprise resource planning (ERP) solutions to businesses of all sizes, worldwide. Our innovative software streamlines business operations and enhances productivity, enabling our clients to better serve their customers and grow their businesses.

If you are passionate about customer service, window coverings and meet the criteria above, we encourage you to apply for this exciting opportunity. We offer a competitive salary and benefits package, as well as opportunities for professional growth and development.

Note: This job description is intended to convey information essential to understanding the scope of the position and is not exhaustive. Other duties may be assigned as required.