



Title: Customer Support Engineer (Remote Position)

About BrightArrow Technologies:

BrightArrow Technologies is K12 education technology pioneering company with a remote-first culture. We pride ourselves in offering ample career growth opportunities and value each member of our team. For the right individual, this is more than just a job; it's a trajectory towards success.

Role Overview:

As a Customer Support Engineer, you will be at the forefront of customer interaction, ensuring optimal user experience with our products. You'll report directly to the Director of Support Services. This person will have the attitude and desire to "put the customer first" and could show true empathy. This person needs to derive enjoyment from solving problems/ helping customers as well as wanting to be part of a team that is customer first focused.

Key Responsibilities:

- Address helpdesk tickets that are assigned to you efficiently and effectively.
- Handle inbound calls, either answering directly or routing them, as necessary.
- Guarantee all customers experience top-tier support, making them feel valued and satisfied.
- Conduct webinars on the BrightArrow software.
- Deliver remote software training and refresher sessions to clients.
- Update, and occasionally create training materials to ensure they are up-to-date and user-friendly.

Required Qualifications:

- Availability to work 'after-hours' on a rotating basis. Currently one week a month to monitor 'after hours' emergency calls.
- Minimum of 5 years customer service and training experience.
- SQL Server operational knowledge.
- Basic CRM operational knowledge.
- Strong verbal and written communication skills.

Preferred Qualifications:

- Deep understanding of SQL Server customization and configuration.
- Advanced CRM knowledge, especially in customization and configuration.
- Knowledge of school student information systems and how they operate.

Compensation and Benefits:

- Competitive salary based on experience.
- Comprehensive medical and dental coverage.

How to Apply:

Interested candidates are invited to send their Cover Letter and CV/Resume to Careers@BrightArrow.com. The position remains open until we find the perfect fit, so we encourage early applications.