



Elastic M2M, Inc.

Our company develops cutting edge software technology and has delivered a powerful application enablement platform for the rapidly growing Internet of Things (IoT) and Machine 2 Machine (M2M) markets (connecting sensors and actuators to a cloud application platform). We have accelerated the launch of over twenty B2B and B2C brands providing both web and mobile connected applications for markets including automotive, commercial fleets, warehouse, inland marine and power sports. The platform supports over 600,000 connected cars, almost ½ billion telemetry events a month and over 300,000 consumer sales. The Elastic team consists of veterans from IoT company's, Cisco Systems, IBM and Lockheed Martin. We are building what will be the premier technology company in this high-growth industry, with a culture to match.

Position: Customer Support and Fulfillment Specialist - Full Time

Location: Reston Town Center, Virginia 20190

Summary:

We are seeking a customer support and fulfillment specialist to help our customers by providing problem triage, performing remote diagnostics, solving customer problems, undertaking customer on-boarding and preparing customer device shipments. Customer support is managed using the Freshdesk customer ticketing system. The ideal candidate will have a strong interest in providing excellent customer satisfaction, a desire to learn our solutions and technologies and represent our customers to the internal Elastic team.

We work in an exciting, fast-paced, and collaborative environment offering mentoring and developing your experience in one of the fastest growing technology markets and with cutting edge technology.

Support Responsibilities:

- Advocate for the customer inside Elastic M2M.
- Provide excellent support and issue resolution for our IoT solutions, including cloud applications, mobile applications, cellular airtime and IoT devices.
- Identifies, researches, troubleshoots, and resolves technical problems.
- Actively collaborates with other Elastic personnel to identify, evaluate, and prioritize customer problems.
- Undertakes timely support ticket resolution to meet our Service Level Agreements.
- Assist in developing procedures and maintaining Frequently Asked Questions (FAQs) documents.
- Undertake customer on-boarding onto our SaaS platform including customer training webinars.
- Performs QA of new product features before production deployment to ensure quality and to train on new features before customers launch.

- Provide at all times professional, respectful and clear communications to the customer.
- Escalate issues before the SLA expires.
- Maintain the highest level of customer service.

Fulfillment Responsibilities:

- Undertake device fulfillment including provisioning, testing, and shipment of devices.
- Update ordering system to reflect shipment and device pack list.

Requirements:

- One to two years experience in a technical customer support role.
- Superior personal, verbal and written skills and ability to communicate clearly and effectively via phone and email.
- Aptitude to listen to caller's description of problem; interpret, summarize, and document interactions.
- Computer literate and familiar with basic computer networking, browsers, smart phone app configuration, web applications and mobile applications.
- Proven ability to perform in a collaborative, team-oriented environment with a strong customer orientation.
- Ability to generate positive customer experiences from stressful situations. .
- A hands-on, "roll up the sleeves", action-oriented approach coupled with a creative spirit.
- Must be impeccably honest and ethical, professional, courteous, self managed and results focused.
- Takes pride in building strong customer relationships.
- Ability to resolve customer problems and drive issues forward with precise attention to detail.
- Ability to self-manage tasks to meet committed deadlines with minimal supervision.
- Customer focused, quick learner.

Any of the following will be an advantage:

- Experience in customer support for an IT company and on a SaaS based product.
- Experience with helpdesk ticketing systems such as Freshdesk, Zendesk.
- Experience with cloud based application support
- Worked in a fast paced startup environment.

Compensation:

An attractive compensation package will be offered including base salary, benefits and 401K.

Please send your resume to careers@elasticm2m.com referencing the position.

www.elasticm2m.com