

JOB DESCRIPTION: Technical Support Representative

TicketReturn has immediate career opportunities for technical support representatives. Candidates should have experience providing technical and network resolution to end-users and be available to work 12pm-9pm EST or 6pm-3am EST.

Preferred candidates will have excellent communication skills and experience with diagnosing technical issues remotely. No relocation is required for residents of the continental United States. Occasional travel is required. Competitive salary, 401k, PTO and Medical Benefits are offered.

Duties and Tasks/Essential Functions:

- Understand and manage client expectations to ensure strong client service and satisfaction by meeting the needs and requests of clients in a complete and timely manner.
- Provide assistance solving problems with current systems and make recommendations for improvements based on client feedback.
- Create comprehensive trouble tickets than can be escalated to the appropriate department when additional assistance is required to resolve a problem.
- Track the status of all client installations including identification of any problems encountered during the process.
- Travel onsite to support clients if required for implementations, event day activities or technical trouble shooting.
- Stay current with system information, changes and updates.

Experience/Skills:

- Previous experience (1-3 years) providing technical support with box office and/or Internet-based ticketing solutions preferred.
- Proficient in the use of standard office automation software and the ability to rapidly learn new applications used in the support of clients.
- Experience working with wireless network technologies.
- Experience with thermal ticket printing devices, ticket scanning equipment and mobile device troubleshooting is preferred.
- Familiarization with various internet protocols, security and web interfaces.
- Ability to work with clients in a consistently professional manner.
- Good problem-solving skills including the ability to ask appropriate questions and listen to client responses.
- Excellent verbal and written communications skills.
- Ability to develop and maintain productive working relationships with teammates in a virtual work environment.
- Able to work independently with minimal or no on-site supervision. Must be able to work from home office.

Position Specific Requirements:

- Hours for these positions will be 12pm-9pm EST or 6pm-3am EST.
- Candidates will be expected to be available to support clients daily as needed including weekends and holidays.
- Candidates will primarily be responsible as level 2 technical support for the TicketReturn Client Support team in troubleshooting client printer, scanner, wireless and application issues.
- Candidates will assist the Technical Support Team with server administration duties, IT Team software maintenance, and general technical duties upon request from the Technology Team Manager.
- Candidates will assist TicketReturn employees with troubleshooting issues with TicketReturn devices and software.

EDUCATION / FORMAL TRAINING: BA or BS degree or higher, preferred. Experience with Microsoft Windows PC and Server operation systems as a well as Microsoft SQL preferred.

COMPENSATION: Competitive salary, Commission, 401K, PTO, Medical Benefits.

LOCATION: Work remote from Home Office. Must have access to high-speed internet.

TRAVEL: Must be willing to travel, but expectations are 10-15% to locations within North America.

HOW TO APPLY: Please email your resume and cover letter with salary expectations to jobs@ticketreturn.com.

ABOUT TICKETRETURN:

Founded in 2001 and based in Charlotte, NC TicketReturn is a leading provider of box office and online ticketing services serving more than 250 client venues and issuing more than 38 million tickets annually. We are the leading provider of ticketing services for Minor League Baseball (MiLB) in the U.S. and Canada and also serve minor league hockey teams, soccer, basketball and lacrosse. TicketReturn's diverse client venues range from theater and casino showrooms, motorsports, horse racing, university arenas and sports stadiums reflecting the ease of use and scalability of the platform.