



## JOB DESCRIPTION

# Technical Training and Customer Support

### About Joy Business Academy

Joy Business Academy is a growing and ambitious studio leading lifelong learning. We use modern digital tools, game design techniques and innovative technologies to re-envision the delivery of innovative learning solutions.

We are calling out for our new Technical Training Customer Support Representative to take care of the after care support with our clients and helping them to troubleshoot technical difficulties.

You will be coming to a team with a strong sense of ownership and pride in their work, one that is deeply attuned to creating positive social impact for a wide range of learning communities.

Sounds intriguing? Read up on what we are looking for and let us know if you are the one!

### Your responsibilities: Disrupting the status quo of Education

(a.k.a what you can expect to do on a day-to-day basis)

As a Technical Training and Customer Support Representative, the majority of your time will be spent dealing with user queries over the phone and through our ticketing software. This is a role you can make your own, with the opportunity to go beyond pure technical support and develop meaningful relationships.

- Providing help and answers to the customers' technical issues through identification of the problem itself, research on answers and subsequent provision of guidance
- Work with our Technical team, Product team, and QA team to deeply understand our products in order to convey this understanding to our clients in a support role
- Deal with any technical product questions or issues via the online tickets and phone
- Follow up with clients to ensure their technical issues are resolved
- Schedule and conduct regular reviews with clients and convey the results to the appropriate internal team members
- Working with the Sales team to gather client insight.
- Maintain a scalable, efficient system for handling client requests
- Collect feature requests and feedback, communicating these to the relevant teams
- Inform customers about new features/functionalities as needed
- Attend client facing meetings, conferences, expo as required
- Evaluation of the system's problems to recommend enhancements

### Your Profile - Ready to play

- Degree in IT or other related technical field
- Practical help desk or customer support experience
- Experience with VR /and/or trainer is a plus



- Excellent customer and service orientation
- Well developed communication and analytical skills
- Good knowledge of the operating systems and relevant hard- or software
- Good problem-solving skills and focus on quality
- Serenity in challenging situations
- Outgoing, with a warm personality

## What we offer

**Have an impact:** with innovation and smart technology, we are changing the way people learn, and you too can have an impact on this disruptive adventure.

**Be part of the early stages of the fast growing start-up:** where everyone is equally important and works together on uncharted challenges alongside inspiring colleagues in a diverse environment.

**Innovative learning experience:** challenge yourselves and keep building your skills

**Fun at work and beyond:** join our regular team events – there is always something to celebrate!

**Feel at home:** We provide you a comfortable working space, free drinks, a casual dress code.

If this role sounds like your next opportunity, please send your resume, examples of your work, and an accompanying cover letter that includes:

- Key relevant experience
- Why you would like to work for JBA

If you have any questions or would like to get in touch, please contact Lauren Bardebes ([careers@prideandjoy.org](mailto:careers@prideandjoy.org)).

**We are an equal opportunity employer and value having members that represent our global diversity. We strongly encourage any individual regardless of race, religion, colour, nationality, gender, sexual orientation, age, marital status, or disability status to apply for this role.**

Applicants for this position should have NZ residency or a valid NZ work visa.