

Job Specification

Title	Junior Service Specialist
Location	Chicago, USA
Department	Professional Services Department
Reporting to	Ben Speich
Purpose of Position	<p>Mentice is looking for a Junior Service Specialist to assist with in house duties of the Professional Services Department based in Chicago, USA.</p> <p>As a Junior Service Specialist your main responsibilities will consist of, but not be limited to, helping customers with support issues and escalate necessary issues to the field team and customer sales representatives. Work with the in-field support team to prepare and ship demo equipment, sold equipment, and client equipment under service contracts. Work with Development and Product as needed to provide feedback and testing of new software and hardware.</p>
Main tasks and areas of responsibility	<p>Specification of main tasks and areas of responsibility -</p> <p>In Office Support -</p> <ul style="list-style-type: none"> • Manage customer systems in house for repair. • Coordinate Hosted customer systems shipping and logistics. • Coordinate shipping of Demo units to and from events with Marketing and Sales Groups <p>In Office Product Testing -</p> <ul style="list-style-type: none"> • Work with Development Project Managers to test and provide feedback on relevant software projects. <p>General Customer Support -</p> <ul style="list-style-type: none"> • Answer service calls and online ticket using the online ticketing system. Work with in field Service Specialist to provide Tier 2 support. <p>Please note: There will be at least 5-10 days travel per year for company meetings and trade shows.</p>
Competence and requirement	<p>Required experience –</p> <ul style="list-style-type: none"> • Associates or high in field of technology, IT, or equivalent. • Minimum 1-3 years of customer service or computer support related field • Fluency in English, both verbally and in writing <p>Required skills and experience –</p> <ul style="list-style-type: none"> • Exercises sound judgment with proven ability to resolve complex issues quickly and calmly through critical thinking, analytical problem-solving and collaboration. • Proven ability to function independently • Project management skills including demonstrated ability to organize diverse types of work, shift gears quickly and adapt to changing priorities and competing deadlines

	<ul style="list-style-type: none"> • Ability to maintain a high level of confidentiality, using discretion and judgment in dealing with sensitive issues • Establishes and maintains effective working relationships with management, co-workers, representatives of external organizations • Displays a polished, confident and professional attitude relevant to the premier image of Mentice • Uses clear, concise, consistent and tactful language, both orally and in writing, to communicate effectively with multiple audiences on a wide variety of issues • Proficiency with computers and personal productivity tools such as the Microsoft Office as well as social media applications such as Facebook and Twitter. • Ability to effectively maintain electronic communication with the organization ensuring availability and responsiveness outside of standard business hours
Version/Date	Version 1, 6 th December 2018