

Argentina Jobs Expertini®

Product Support Agent

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Company: Gaming Innovation Group

Location: Argentina

Category: other-general

We are looking for a Product Support agent to join our team responsible for supporting clients on our platforms. You will work on all aspects of troubleshooting mission-critical 24/7 client operations.

Your mission will be to provide excellent B2B customer support to our clients in order to ensure our very high quality standards are met. You need to be a great communicative person, proactive, self-motivated and with a strong customer-focused attitude which will ensure building outstanding relationships with our clients.

You will be joining a tight knit, friendly, professional team of people who are dedicated to provide support, get excited to solve tough problems, and like seeing results, fast.

You get excited by challenges and deadlines and are driven to succeed and know how to celebrate with your team, when you do.

What you'll be doing:

Provide 1st line support to respond, investigate and resolve escalated incidents and service requests through the internal Service Management system

Being a product and service champion for our platforms and ensure client's full adoption through continuous support and customer-focused approach

Escalating directly to other internal support teams where a resolution is not immediately possible

Proactive monitoring of live production environments and event management

Hands-on handling and troubleshooting of a wide variety of support matters

Identify application defects and follow-up on the issues with other internal service teams forming part of the support framework, and external service provider(s)

Identify 3rd party platform problems and communicate as necessary, both internally and externally

Liaise with service providers and other teams, following incidents through to resolution

Build internal knowledge base and self-support articles to help in acting faster on future incidents

Speedily interpret and process data from various sources in a fast moving and changing environment

Define and implement enabling tools to run and operate efficiently

Taking immediate action to mitigate losses to both business and customer

Who you are:

Attention to detail

Ability to detect urgencies, assess impact and prioritise

Work well under pressure

Ability to efficiently solve problems

Excellent interpersonal skills

Customer and Service-centric approach

Flexible team player

Excellent verbal and written communication skills

Language proficiency:

Required: English C1/C2 and Spanish B1/B2 (Mandatory)

Willingness to work 24/7, covering different shifts during the day and night, in a rotation (Mandatory)

ITIL Foundation certified or equivalent experience working in an organisation adopting ITIL best practices

2 years experience in a 24x7 production support environment

Experience in using Atlassian Jira, Confluence and Opsgenie

Experience in the Gaming sector of more than one year

Experience with Service Monitoring tools

What we offer:

Professional development

Coaching and mentoring

Employee Recognition Program

A stable position in a company with more than 20 years of experience, consolidated and constantly growing.

top-level projects in which developing and technology play a fundamental role.

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