



Customer Support Analyst I

Creative power made easy. Unleash storytelling.

We believe in the power of stories to make a difference. To make a difference for societies, communities, and individuals. Stories educate and engage in multiple perspectives, bringing clarity, balance, and understanding. Stories push for change and fight for the things we love. Our customers tell stories that reach 3 billion people a day with perspectives that change the world and entertainment that brightens the day for many. Vizrt/NewTek empowers stories that engage and impact societies through the creation of sophisticated tools for the storyteller to flourish in the art of storytelling. We will continue to take bold steps, act fast together and are committed to making an impact. If you are interested in challenging the status quo, join our movement.

What You'll Do:

The Customer Support Analyst is responsible for providing top-notch customer support to customers and channel partners of NewTek, as well as performing the configuration, installation, and upgrading of both software and hardware. The Analyst will be exposed to networking and security within various IT environments, building and supporting video production systems, connecting and analyzing video streaming domains, and learning customer issue tracking systems.

- Support users by resolving functional issues and respond promptly to help desk tickets
- Assist customer via chat, email, and remote desktop tools
- Communicate via chat with up-to 4 customers simultaneously
- Manage a daily caseload and maintain a standard SLA time frame
- Document cases via an online Support Ticketing System
- Analyze basic workflows
- Stage and recreate customer issues
- Assist with software registration issues
- Process sales order for parts, repair fee, replacement units, and software
- Generate return merchandise authorizations numbers
- Ensure proper and timely escalation of tickets and critical issues
- Schedule callbacks
- Contribute documentation to the NewTek Knowledge Base
- Submit cases to Quality Assurance Team

What You Bring:

- High School Diploma or Equivalent
- 2+ years' experience in a service desk environment
- A service-oriented attitude with excellent interpersonal, oral, and written skills
- Collaborative approach to working with others

- Excellent troubleshooting abilities with a passion for technology
- Computer proficiency, with knowledge of Microsoft Word, Excel, PowerPoint, database and web based applications (Zendesk and Channeltivity experience a plus)
- Demonstrated ability to take the initiative and be proactive, with a high attention to detail and proven ability to multi-task efficiently
- Knowledge of networks and wireless technology (CompTIA A+, Network+ certifications a plus)
- Dependable and able to work with minimal oversight
- Able to regularly lift, bend, and reach for monitors, laptops, desktop PCs, servers, and related equipment
- Language skills: Fluent in English and German

What We Offer:

We offer an exciting opportunity in an expanding international company with the potential for personal growth

- A caring environment with regular feedback and personal development
- Excellent time off programs
- A friendly and welcoming work environment with highly skilled colleagues
- We utilize innovative software development technologies and methodologies
- We create software and services that push creative boundaries and develop new ways of telling stories

To apply, please email your resume and cover letter to: resume@newtek.com