

Azima DLI is dedicated to providing world class products and services. Our broad range of offerings require a diverse workforce of creative and self-motivated individuals.

At Azima DLI, we believe that any thriving business owes its success to the quality people involved. We seek talented individuals who want to contribute to the success of our customers, while also pursuing their own personal and professional goals. Our ability to attract exceptional professionals point to the quality organization our current employees have all helped build. We strive to provide employees with an environment that challenges growth and supports success.

We are currently seeking Technical Support Specialist whose primary purpose is to provide friendly customer service to resolve and remedy technical hardware and software matters relative to Azima DLI products and services as well as continuing the customer relationship throughout product lifecycles and service terms.

An individual must work efficiently on multiple tasks and have a strong ability to understand complex situations, to clearly communicate customer needs and create a resolution. Must be able to work positively under challenging customer situations and manage expectations while working towards solutions. Tasks will also include issuance and tracking of Return Merchandise Authorizations (RMA), distribution of service bulletins, data entry of customer registration information, knowledge base article development, and testing new products. The customer service team is also tasked with building a relationship with customers to support renewals of products and service/support terms.

This position will work with customer's IT departments and networks. Basic IT knowledge is required for this position.

ESSENTIAL JOB FUNCTIONS:

- Interface with customer personnel to ensure high customer satisfaction
- Assist customers via telephone, email, web conference, chat and remote connections
- Identify, troubleshoot, resolve technical hardware and software matters, and recognize when to elevate technical cases to Tier 2 and 3 Technical Support peers
- Update and document customer case status, dialogue, RMAs, order tracking, and case closure, within Salesforce and Zendesk
- Be able to collaborate with other departments within the organization including Manufacturing, Sales, QA
- Ability to multi-task and prioritize caseloads
- Ability to work in a team environment

OTHER JOB FUNCTIONS:

- Perform software updates on Azima DLI devices in conjunction with warranties and service programs
- Assist with Quality Assurance (QA) in tracking and reporting of repeat technical issues
- Develop knowledge base articles (Application Notes)
- Engage in product and service renewal conversations with customers
- Perform miscellaneous administrative tasks for in-house and field engineering peers

SKILL REQUIREMENTS:

- Outstanding communication and interpersonal skills and customer-focused with a flexible, positive attitude
- Excellent computer skills on Microsoft platforms, and Microsoft software suites
- Troubleshooting skills, ability to develop logical test conditions
- Fundamental knowledge of computer networking
- Desired fluency in a foreign language a plus, both written and verbal

EXPERIENCE/EDUCATIONAL:

- Associate's degree desired, plus at least 3 years customer support experience in a technical industry
- A+, N+ or MCP Certifications desired
- Must be US citizen and possess a valid driver's license

Careers at Azima DLI provide tremendous opportunity to work in a dynamic and rewarding environment and to advance within a growing company. The benefits package includes a 401k plan, health and dental coverage, and disability insurance.

We offer competitive salaries, excellent benefits, and a pleasant working environment with great people. Worldwide Corporate headquarters are located in Woburn, Massachusetts and we maintain offices in Poulsbo, WA and throughout the country.

Azima DLI is unique company providing our clients with the best of both worlds: an automated portal to monitor equipment, plus a human touch from our expert analysts.

- Used by many Fortune 100 and Fortune 500 industrial companies
- The first and only company to provide a truly one-stop interface to monitor the health of industrial equipment
- International sales and support
- Offices across the United States
- Staffed with world-class experts
- Multi-year industry award winner

Candidates for this position should visit www.AzimaDLI.com.