

Tier 2 Technical Support

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Company: Chronos Consulting

Location: Taiwan

Category: other-general

Job Description

Our client is a leading WordPress page builder plugin. They are looking for Technical Support Agents. These are full-time, home office based positions providing technical support via chat or email during regular working hours.

The Tier 2 Technical Support agent is an advanced-level technical position, offering many opportunities to grow professionally, master and practice industry-leading methodologies and tools, and be involved with the cutting-edge technology that's building the web of tomorrow.

Requirements

At least 2 years experience in Technical Support (Tier 1 or 2)

Experience with WordPress, HTML, CSS and JavaScript

Experience with web development and inspection tools

Knowledge of PHP and other coding languages – an advantage

Knowledge of Web Applications

Experience with Web Servers and infrastructure, hosting, cloud and SaaS – an advantage

Web Design/Development background – an advantage

Ability to analyze and solve complex technical problems

Ability to fluently communicate complex technical ideas in English

Ability to break down and guide through a technical process

Ability to work under pressure

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