Technical Customer Support Specialist

Job Description:
Flock Audio Inc. is a professional audio technology design & manufacturing company based out of Kelowna, British Columbia, Canada. The company is seeking a motivated individual to join our growing team as a Technical Customer Support Specialist. The successful candidate will start as casual contract paid position within the company. This individual will work with the leadership team and transition into the role effectively February 2021 with further career role advancements possible in the future.

This casual position is offered as a paid contract opportunity per Customer Support Ticket interaction received, resolved & successfully closed. The wage will be paid upon a monthly basis and is the responsibility of the successful candidate to declare their earnings for tax purposes in their residing province/state & country’s legal requirements.

There may also be opportunities to be invited to attend specific company events and trade show opportunities such as NAMM, AES, Gear Fest with flights and rooms accommodations by Flock Audio Inc.

Responsibilities:
• Providing technical and customer service support in a timely manner online and over the phone for the company’s Audio Technology-based products.
• Assisting customers with software product issues and concerns while communicating steps too resolving the technical problems.
• Identifying, analyzing, and troubleshooting on-going problems with software and hardware, including failures, bugs, installs and other system issues while conveying those back to the management and product design teams.
• Help assist with setup diagrams and other requested media related content.
• Maintain a support ticket response time of 24 hours or less for each support ticket inquiry.
• Must maintain a friendly and approachable attitude when supporting all customers.
• Any other requested support &/or duties that may be required.

General Requirements:
• Have a strong understanding & experience in professional audio engineering applications and studio environments involving simple to complex analog routing setups.
• Have proven competence in Microsoft Windows and Mac OS X based operating systems with a preferred two years of prior experience in desktop and software support.
• Must be comfortable and responsible working remotely if not residing in Kelowna, British Columbia, Canada.
• Have your own reliable & functioning Laptop or Desktop computer.
• Fluent in both written and verbal English language. Additional languages is a valued asset.

Contact Information:
Please direct any inquiries and/or resume along with a cover letter to careers@flockaudio.com

The following must be provided at the time of virtual interview: Three (3) professional references, valid work permit/visa (if applicable), and Proof of applicable experience & education (if requested).