Company Overview:
San Francisco based startup dedicated to helping people lead healthier, more active lives. They take a common sense approach to fitness, and believe that the key is to make it easier for consumers to be more active, eat smarter, and get enough sleep — in short, that small changes to your daily routine can add up to big results. To that end, they create innovative, inspiring products and online services that harness the power of new technologies to make people more aware of their everyday activities and motivate them to do more.

This position offers a great opportunity to be an early contributor to a fast-growing start-up. Agents must be willing to work weekend rotations. The right candidate will possess a strong personal drive and sense of enthusiasm for what they will contribute to the organization, and be comfortable as an active participant in customer support activities (email, forum and phone support for customers). He/ she must thrive in a fast-paced, detail orientated atmosphere.

Title: Tier II Customer Support Specialist
Pay/Duration:
• 6 month contract-to-hire
• $17.50/hr, receive a raise to $40k annually upon permanent conversion + Full Benefits

Schedule/Training:
Start Date: Monday 7/6/2015- This is a firm start date, you must be able to start by this date or you won’t eligible for consideration
Training:
• 9:00am-5:30pm M-F, 4 weeks of training
• You are trained on the Tier I issues first then move up to training on Tier II issues
Schedule:
• Hours: 9:00am-6:00pm
• Two Schedules per week: Tuesday-Saturday Or Sunday-Thursday; Weekend days are worked remotely from home responding to customer inquiries via email

Responsibilities:
Primary responsibility is to provide technical support to customers by:
• Working closely with external clients to perform advanced (Level 2) troubleshooting via email
• Provide fault reproduction and troubleshooting to assist with bug tracking and resolution
• Proactively identifying and suggesting process improvements to the internal team
• Provide outstanding customer service for all customers

Requirements:
• Bachelor’s Degree in a tech-related field of study or a minimum of 2 years’ experience in a technical customer support capacity
• Tech savvy with strong knowledge of Windows XP, Windows Vista, Windows 7, Mac OS X and has an understanding of basic computer networking
• Working knowledge and troubleshooting skills of hardware issues
• Critical thinker with strong analytical, organizational and problem solving skills
- Independent learner, but works well in a team environment
- Strong written and verbal skills
- Passion for working within a start-up culture
- Salesforce knowledge/experience is a plus

If you are interested in applying to this position or discussing other opportunities please reply directly with an update resume to:
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