

Job Opening at omNovia Technologies: **Technical and Customer Support Specialist**

About omNovia Technologies

omNovia Technologies is a technology leader in web conferencing software solutions. Founded in 2004 in Houston, omNovia has been one of the fastest growing technology companies in Texas since its inception. The omNovia Web Conference offers a 100% web-based solution capable of hosting up to 5,000 simultaneous participants in one virtual conference room with high quality audio, video, desktop sharing, file sharing etc.

omNovia Technologies is proud to have created a team of talented, dedicated and innovative individuals whose contributions directly impact the success and growth of this great company.

Short job description

This job opening can be filled by a person having a solid technical background combined with good communication skills. An omNovia Technical and Customer Support Specialist is capable of analyzing a customer's technical and usage problem, either resolve or communicate it to omNovia Engineering and eventually get back to the customer with clear resolution instructions. He or she will also have project management skills to conduct time-limited projects for customers.

Detailed job description

- Reports to the Director of Customer Support in Houston, TX, USA
- Daily Activities Include:
 - Provide Level 2 technical support for existing customers or prospects
 - Track issues in ticketing system.
 - Communicate with Level 1 support specialist
 - Communicate with Engineering on more serious problems
 - Communicate with customers via email, chat or phone
 - Execute Projects:
 - Gather requirements from customers
 - Create a project plan and follow tasks until the completion of the project
 - Projects will rarely require site visits

The ideal candidate must:

- Hold a bachelor of science degree in fields related to Computer Science
- Have experience in:
 - Troubleshooting problems in the Windows and potentially Mac environment
 - Using a support ticketing system
 - Manipulating files, downloading, uploading, converting ... on Linux
- Have a team oriented attitude
- Very strong communication skills
- Be able to execute projects with attention to details

Benefits

- Health insurance
- Stock Options
- Bonuses
- omNovia Technologies offers many advancement opportunities at all levels.