



Role: Customer Support Agent
Location: Texas, United States – remote-working

About Validis

Validis is a dynamic fintech company with an industry leading software platform for the extraction and standardisation of accounting data. Validis, which has UK and US based operations, has a blue-chip client base, mainly comprising audit firms and financial institutions who utilise the software to gather financial information from their SME clients. The company has experienced significant growth since its inception in 2015. As part of this growth, it is expanding its team and needs support across a number of strategic areas.

Job Summary

We are looking for individuals searching for rapid personal growth and professional development within an established global startup FinTech company. Candidates must be highly organized, able to function in a fast-paced environment and have a willingness to engage with Validis clients.

Specific areas of responsibility:

- Assisting our clients with all support issues raised on our product portfolio, both on the telephone and on support software
- Maintaining records on all support calls taken using Zendesk
- Co-ordinating the resolution of technical issues to agreed SLA's
- Updating help sites and forums
- Maintain Internal Environments, keeping installed software up to date with recent releases
- Troubleshooting and reporting bugs
- Raising issues that require 2nd line assistance using Jira
- Managing the stream of support requests ensuring that all our clients are kept informed
- Responding to all requests for support in a timely and professional manner
- Assisting with testing our products on an ad hoc basis
- Assisting management with ad hoc reporting
- Client training
- Access to work with one of our other team's as part of development, Product, Projects, Operations, Technology, Account Management

Qualifications:

The ideal candidate will be intelligent, well presented, articulate and confident. He or she will have a positive outlook and be comfortable working in a fast-paced, dynamic company in the technology industry.

Other requirements include:

- 1-3 years in support or client facing roles preferred
- Skilled at MS Office applications including Word, Excel and PowerPoint.
- Basic understanding of software concepts

- Eligible to work in the United States

Preferred skills:

- Familiar with Zendesk, JIRA, Confluence and Outlook
- Technical background or previous work in software industry

Employee Benefits

- 20 days' vacation + 10 public holidays
- Health Insurance covered by the company for employee, including Health, Dental and Vision
- 401k plan, currently unmatched
- HSA (Health Savings Account) available through company

Job Types: Full-time, Contract

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday
- On call

Education:

- High school or equivalent (Preferred)

Experience:

- Windows: 1 year (Preferred)
- Customer support: 2 years (Preferred)

Work Remotely:

- Temporarily due to COVID-19

To apply for this role, please send your CV to people@validis.com