

Technical Support Specialist at deepAfrica

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Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

deepAfrica is an online solutions provider offering comprehensive solutions that facilitate personal and institutional growth.

Job Overview

As a technical support specialist you are responsible for providing technical assistance to customers and resolving any technical issues they encounter with our products and services.

This involves monitoring and maintaining the company's systems, software, and networks, responding to customer inquiries through the Customer Experience department, diagnosing and troubleshooting technical problems, and escalating issues to higher-level support staff if necessary.

Responsibilities

Technical support for our products and services

Maintaining and troubleshooting a variety of technical and non-technical issues customers are having with our services as presented by the Customer Experience specialists. This includes, ensuring SSL certificates are up to date and confirming email security.

Problem Identification

Working with customers and internal teams to identify problems such as forgotten passwords, viruses, spamming, email issues, and hacking.

DNS management

Performing DNS transfers and setup on behalf of customers as well as troubleshooting DNS issues.

Collaborate with internal teams and clients

Working with clients, through the CX department, to identify problems such as forgotten passwords, viruses, spamming, email issues, and hacking, and advising on the solutions of service and customer facing these issues.

Generate reports on resolved issues and submit to the lead tech support specialist

This includes notes on the problem, steps taken to resolve it, and the final outcome. This information is critical for creating FAQs to be updated on Bluebird under the knowledge base section.

Escalate issues

If a technical problem cannot be resolved by the technical support specialist, the issue should be escalated to a higher-level tech support team.

Continuously improve support processes


Continuously evaluate and improve technical support processes to ensure that customers receive the most efficient and effective support possible.

Keep up-to-date with new technology

Stay current with the latest technologies and developments in the field, and be prepared to provide support for new products and services.

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