



WANT TO JOIN THE COOLEST ROBOTICS COMPANY?

(LEVEL I) TECHNICAL SUPPORT ANALYST WANTED IN OMAHA, NE!



At Turf Tank, we want to upgrade our support structure and add a Level I Technical Support Analyst. As a Level I Technical Support Analyst with Turf Tank, you will be responsible for handling support requests from our customers or field sales team. This is a remarkable opportunity to get in on the ground floor of a robotics startup with a great product, and a growing team dedicated to the support and success of our customers. The successful candidate for this role will have a passion for helping people, a love of continuous learning and experience in providing technical support to non-technical people in a professional environment.

The world's first autonomous line marking robot #coolestrobotever

Turf Tank is the company behind the world's first autonomous line marking robot for sports fields, the Turf Tank One. Over the past few years, we have seen strong growth across the globe. Our unique technology and high performing teams are the key to our current success and plan for future growth. At Turf Tank, you will get to play a central role in our global team of 30 people, while building an amazing career for yourself. Our corporate culture is very entrepreneurial and entertaining. We focus on implementing world class tools, systems and practices, in order to realize our growth ambition.

What we offer

We offer a challenging experience where you will manage your own projects and responsibilities from day one. We will work together to find the right mix of tasks to suit both your interests and passions, as well as the company's needs. You will get the opportunity to improve your skills and grow together with our team, while working with some of the most amazing sport facilities and clubs in the world.

Location: Omaha, NE Office
Compensation: Salary
Job Type: This position is a full-time position based in Omaha, NE.

Send application and resume with subject line of Level I Technical Support Analyst to:

Jason Aldridge
President of U.S. Operations
jobs@turf tank.com

Turf Tank is an Equal Opportunity Employer

Responsibilities

- Front-line email, chat, and phone support for Turf Tank customers
- Triage and resolve technical support issues relating to all aspects of our products and provide actionable solutions to solve their problem
- Work with the Field Operations Manager as well as product team to resolve difficult technical issues in a timely manner
- Properly document all inbound inquiries from customers in CRM system (HubSpot) by filing support tickets
- Proactively search for news ways to communicate from a support perspective with our customers to help increase adoption
- Build a support process and workflow for following up on support interactions
- Think creatively and look for new ways to build our internal support resources
- Help to continuously upkeep our internal and customer facing knowledge base (Wiki)
- Attempt to reproduce technical issues with the robot and other products
- Actively update technical skills

Candidate Profile

- 1+ year experience in Customer Support, Systems or Technical Support role
- Bachelor's Degree a plus, but not required.
- Technical support experience a plus
- Experience in phone, email, and chat support
- Perform multiple tasks concurrently and respond to escalated situations effectively
- Ability to stay calm and offer a professional customer support experience in stressful and uncomfortable support interactions
- Ability to communicate technical/complex information both verbally and in writing
- Willingness to dive into the technical issues to find creative resolutions
- Excellent communication, organization, and time-management skills
- Passion for the sports industry is a plus
- A real team player, with full dedication to build our fast-growing robotics company