



Customer Support Specialist I – Web & Mobile **DIS, part of Constellation Dealership Group**

Job Title: Customer Support Specialist I – Web & Mobile
Department: Customer Services
Position Type: Fulltime/Permanent
Exempt Status: DOE & location
Location: Bellingham or North America Remote

Our Company:

[Dealer Information Systems Corporation \(DIS\)](#) is a leading business management software provider to agricultural, construction, truck refrigeration, and lift truck dealers in North America. Founded in 1980, based out of Bellingham WA (USA); we are a team of 150+ professionals providing Software, Hardware, and Network Management solutions for our North American customers.

About the Role

The Position:

We are looking for a **Customer Support Specialist**, focused on delivering an amazing customer support experience for our web and mobile products. The ideal candidate must have experience with iOS and Android apps, services, deployment troubleshooting, as well as best practices. We are looking for customer-centric, passionate, and hardworking team members who thrive in an environment where initiative-taking, solutions-focus, and global teaming are paramount. Excellent and timely verbal and written communication skills are a must.

Duties and Responsibilities:

- Omni-channel software support and troubleshooting via phone, video, text, chat and/or e-mail
- iOS and Android app deployments, investigation, and troubleshooting
- Quickly and accurately document, diagnose, resolve, and communicate customer issues in a timely manner
- Work with developers to improve product uptime and reliability
 - Install and configure tools on supported desktop and app-based devices
 - Identify, create, and curate knowledge-base content for 24x7 customer access
 - Create and monitor tickets to ensure all service requests are managed according to SLA's
- Communicate with the rest of the team, to discuss issues/gaps and to identify solutions
- Attend daily standup and product meetings
- Provide updates on product capabilities and insights to existing customers
- Properly escalate technical issues utilizing JIRA with our development teams

Required Qualifications and Skills:

- Minimum of 3 years' experience supporting and deploying applications/web products
- Basic understanding of network communication. Certifications are an asset
- Previous experience using SQL. Certification is an asset
- Previous experience using Linux-based systems is an asset
- **Knowledge of iOS (Apple) / Android environment experience**
- Previous experience and superior customer/helpdesk service skills
- Strong multi-tasking and organizational skills with ability to meet deadlines

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.