



TOP HAT

Technical Support Analyst

Customer Service - Toronto, Ontario

About Top Hat:

If you've been to university, you understand the nut Top Hat is trying to crack. Your professor starts to talk, and you really do have every intention of listening. But within about five minutes, your good intentions fly out the window and you begin to surf Facebook, catch some Zz's, or if you're feeling really ambitious start working on a problem set for a completely unrelated class. When you join our team, you'll be working on classroom interaction software and help higher education find its mojo!

Job Description:

Does surprising and delighting customers make you a happy camper? This might be the place for you... we're looking for a world class Technical Support Analyst to join our team.

We work in higher education, so that means you'll be going back to school...kind of. You'll be working on a daily basis to provide technical support to students, instructors and staff who use our tool every day to enhance the classroom experience. Beyond that, you'll be problem solving up a storm and working closely with the many stakeholders of the platform!

About the Gig:

- Responding to support tickets in a thoughtful, efficient and friendly manner.
- You will become a product expert, knowing features, modules and even bugs inside and out!
- Report bugs and feature requests and follow up upon implementation.
- Finding the root cause. Communicating with the development, product and QA teams to prioritize and resolve customer issues.
- Proactively communicate with professors on a regular basis to ensure that all their issues and concerns are being dealt with. We aim to be proactive rather than reactive here at Top Hat.
- Contact and liaise with IT departments in universities and explain our requirements to ensure compatibility before the start of classes.

About You:





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- You have a 1-2 years experience in a related field under your belt and have been to university or college yourself.
- You have held a customer facing role previously. And you loved it!
- You're a problem solver and have exceptional diagnostic skills.
- You know a lot (some may call you a wizard) about databases and logs. You know what a query is.
- You get technology and are considered a nerd (we're full of them here, don't be shy). You're not scared of code and get the logic behind it.
- You are obsessively customer focused. You have a high level of customer service aptitude and can manage customer expectations.
- Your second nature is time management and prioritization.
- You are curious and genuinely investigate the issues your customers are dealing with. You assertively represent the voice of the customer.
- You are an amazing communicator. You know how to listen, build rapport and respond empathetically to customers.
- You're a master multi-tasker and keep your cool in high-pressure situations.
- It would be great if you also knew a thing or two about Salesforce, Zendesk, MySQL, JIRA as well.

The fabulous life on the Top Hat team comes with other sweet perks too.

- There's lots of free deliciousness. What's up catered Lunch, Breakfast and unlimited drinks? Oh, and did we mention StreetFighter throw-downs at lunch?
- Located at College subway station, with subsidized metro pass
- Outstanding company culture, with a team that is super smart, highly motivated & stoked to be a part of a company that is changing the face of education.
- Our investors' portfolio companies include Salesforce, Yammer & box.net. We're in good hands and in good company.
- Competitive health and dental benefits
- We are looking for people who want to grow with us and are in it for the long haul.





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- We are one of the top education technology companies in North America (named one of the Top 50 Companies to Watch by Deloitte Consulting)
- You can dress at your leisure (as long as you are fine with the engineering traditions of Plaid Tuesdays and Tip Top Fridays!

Job Type: Full-Time

Resume & cover letter can be submitted through <https://tophat.com/company/careers/>

