**Job Purpose**

This position will provide technical support for IONOS's customers using website builders, and assistance with domains, e-mail, e-commerce packages. Function as a second level within the department and handle advanced cases and calls within the team. You must demonstrate advanced knowledge of the IONOS hosting environment. Using this knowledge, you will guide colleagues on best resolution for the customer. You should also show keen interest in learning and can work with minimal supervision. In addition to the 2nd level role, you will also be responsible for supporting 1st level contacts- this will be balanced with call prioritization.

**Duties and Responsibilities**

* Assist with processing 1st level issues
* Troubleshooting a wide range of technical and billing concerns and educating customers about our products and services. Handles more advanced technical issues as required.
* Process 2nd level workpool case escalations
* Create, escalate, and monitor bugs to follow-up and close loop with customers
* Live customer de-escalation "supervisor call requests"
* Assist with knowledge disbursement to the team (product expert)
* Additional duties as assigned

**Qualifications**

* Strong soft and interpersonal skills
* 2 years of customer service experience; experience functioning as a lead preferred
* Ability to communicate technical processes clearly to customers and coworkers.
* Great customer service attitude.
* Ability to be on time when shift begins.
* Willing to learn and adapt to new technologies in a changing environment.
* Team player
* High School Diploma or equivalent
* Excellent time-management skills
* Ability to monitor and manage teammate productivity

IONOS is an Equal Opportunity Employer. We do not discriminate on the basis of any status protected by law.