

Technical Support Specialist - Remote Telecommute

Do you have a heart for serving? Do you strive to do things the right way? Do you consistently learn and reinvent yourself? Do you thrive independently and still play well with others? Do you like variety in your workday? If your answers are yes, then keep reading...

We are looking for a go-getter Technical Support Specialist to join our client team in a help desk environment and delight our customers with fanatical service.

Your personality and character ...

- Have an optimistic attitude about life.
- Enjoy producing independently and also contributing as a teammate.
- Desire to learn new things, accept feedback, and grow in your capabilities.
- Be determined to achieve success with integrity.

What you will be doing ...

- Assist client Account Managers with emerging/variable technical requests.
- Perform a variety of website related technical configuration and troubleshooting.
- Assist with website setup, configuration, and testing.
- Setup and manage Google Tag Manager configurations.
- Troubleshoot basic inventory data feed issue ticket requests.
- Be on the lookout for opportunities/strategies that create visible value to clients.
- Liaising between clients, account managers, and development/IT teams.

What we are looking for...

- Proficient in webmaster tools, FTP, SSL, DNS, and email systems a plus.
- Efficient with communication via voice, chat, and email.
- Aptitude for understanding priority with a variety of tasks.
- Familiar with HTML, CSS, jQuery, SQL database language, webmaster tools, FTP, SSL, DNS, and email systems is a plus.
- Familiar with current website trends and techniques, especially responsive design.
- Ability to create or obtain graphics for websites and ads, such as icons, user interface elements, and photographs.
- Desire and ability to communicate with teammates, learn new things, accept feedback, and grow in your design capabilities.

A culture to growth with ...

- You'll be joining our talented USA remote-working Client Team.
- Full-time W2 employee 100% telecommute position.
- No more fighting traffic, filling up the tank, or water cooler politics.

- Salary based on ability and experience.
- Pay increases, bonuses, and profit sharing based on performance.
- Generous holiday/vacation pay.
- 401k 4% company match.
- \$500 annual personal improvement benefit. ie. we pay, you play!
- Company provided computer, software, and tools to complement your abilities.
- A productive and rewarding working environment with growth opportunities.

We are looking for a great attitude, appreciation for RVing, and solid technical comprehension. If you've got it ... apply!

Position only available to applicants residing in or relocating to the states of Alabama, Arkansas, Florida, Indiana, Kentucky, Pennsylvania, Michigan, Tennessee, Texas, Virginia, or Wisconsin. Contractor status may be considered for the right candidate residing anywhere in the USA or Canada. Applicants must be authorized to work in the United States.

How To Apply...

If you have the talent and confidence in your abilities ... and if telecommute / work from anywhere fits your personality ... **send your resume** to admin@interactrv.com along **with a brief note** explaining why you're interested in joining the InteractRV team. Any references to previous work portfolio/accomplishments is a plus.

About Us...



InteractRV has been serving the recreational vehicle industry since 2001. Privately held, no debt, and profitable with 35+ w2 professionals all working remotely. Positioned in our industry as the premier partner provider of web technologies, digital marketing success, and Internet business development; we are passionate about helping our clients, innovative with product/service offerings, and technologically progressive.

Working remotely is in our DNA, it's how we've done business since day one. Over time we've put tools and processes in place and developed an environment to help us work independently yet thrive together as a team. For more information visit www.interactrv.com.

Keywords: Technical Support | Level 1 Support | Tier One Support | IT | Information Technology Systems | Help Desk | Website Support