



Support Agent - Job Description

Days of the week: Monday to Friday

Hours: 9:00 AM to 1:00 PM

Work model: Remote (Must have a computer and Wi-Fi access)

Languages: Advanced English (mandatory) and Spanish

Compensation: \$20 USD per day, with a minimum of 20 days worked per month

1. Responsibilities:

- Respond to tickets in accordance with SLA guidelines
- Create task/ticket for 3rd Level of Support (Product/Tech Team) for issues relating to request, bug, information.
- Record, track, and document the help desk request problem solving process including actions taken through to the final resolution
- Respond in timely manner to requests and issues
- Provide support to 1st Level Support (Partners, Operations Team)
- Assist new hire training for 1st Level Support (Partners, Operations Team) when needed.
- Test new update/function before released
- Test integration for PMS/OTA, write manual guide for OTA and PMS integration after finished.
- Create documentation for training purposes (Knowledge base)
- Join the internal project to support the development plan of the department and of the Company

2. Requirements:

- Customer service mentality
- Strong organizational and time management skills
- Excellent verbal and written communication skills, Vietnamese and English
- Strong interpersonal skills
- Reliable
- Solid understanding of computers, networks and software
- Experience using MS Office applications: Word, Excel, Outlook
- High attention to detail
- Previous experience with other ticketing systems is preferred
- Ability and willingness to work overtime when needed
- Ability and willingness to work in a high-pressure environment
- Ability and willingness to work in a collaborative team environment
- Ability and willingness to quickly learn new technology and software