



## Technical Support Specialist

Office Location: East Liberty neighborhood, Pittsburgh, PA

Employment type: Full-time

Exemption status: Non-exempt

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Shift Collaborative is looking for a technical support specialist to work with us in delivering thoughtful, human-centered experiences to our clients.

At Shift Collaborative, a technical support specialist is responsible for receiving and facilitating client help requests and managing the support of web clients. They will triage technical support tickets and client requests as they come in, either solve issues or assign to the appropriate team member, and follow up to ensure timely response and customer satisfaction. They will also proactively update website code and reach out to clients to explore how we can help them, on the web and offline. The ideal candidate enjoys engaging with people, feels confident with technology and communication, and welcomes challenge.

Ours is a team environment, and you'll be working with other digital specialists, designers, writers, and strategists. We're excited by creativity and guided by research, but most of all we are drawn by curiosity to find new and smart solutions to communications problems.

Our work is fast-paced, with a wide-ranging mix of tasks, deadlines, and activities. If you're eager to collaborate in a supportive, engaged team, we are eager to meet you.

### Job Duties

- Coordinate technical support and client requests through a Zendesk ticketing system
- Manage WordPress website updates (themes and plugins), and troubleshoot issues that arise
- Maintain client relationships, help clients to get the most value from their solutions, and find opportunities for us to provide useful services

- Help our team plan, track progress, assess risks, and meet deadlines
- Pay attention to details and methodically test quality and compatibility
- Expand and improve our support processes, standards, and tools
- Assess situations and troubleshoot issues
- Offer courteous technical support in all situations

## Required Knowledge, Skills, Abilities

- Bachelor's degree or equivalent professional experience
- Practical experience in web code, such as HTML5/HTML, CSS3/SASS, PHP, Javascript/JQuery/ AJAX/JS Frameworks
- Practical experience with web hosting via command line and control panels
- Practical experience with WordPress
- Quality assurance experience, attention to detail, bug issue creation
- Readiness to engage in healthy professional dialogues with clients and team members
- Desire to work as part of a team to create quality user experiences
- Excellent written and oral communication skills
- Confidence to ask questions, willingness to tackle new and unexpected problems
- Ability to remain calm under pressure and help clients feel valued
- Interest in learning opportunities outside of assigned tasks, projects, and day-to-day responsibilities
- Reliable time management skills

## Other Important Bits:

- Paid holidays and paid time off
- Health Insurance
- Healthcare savings account (optional benefit)
- Monthly expense stipend
- Commission opportunities and profit-sharing
- Work from home full-time during current “stay at home” order; when normal business resumes, work from home on Tuesdays

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## How to Apply

In your cover letter, show us who you are as a potential team member. How do you see yourself, the work, and this opportunity? Great writing is important to us, so use the opportunity to be creative and clear. Please tell us:

- Why you choose to work in the field of technical and customer support
- Why you want to work at Shift and not somewhere else
- A time you needed to learn something new to get work done, and how you approached it

Also, answer the following questions in your cover letter. A concise answer is going to be better than a long one here; no more than four or five sentences each will be fine.

- We work extensively with WordPress. Tell us about your experience with WordPress, particularly troubleshooting issues and finding solutions.
- Tell us about a customer support experience that required some amount of delicacy. What happened and how did you address it? What might you do differently if a similar problem arose?
- What were the last 3 questions you viewed on an online reference/resource? What problems were you solving? What solutions did you find?

We will review all applications and respond to qualified applicants with the next steps.

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#### **DISCLAIMER**

The above job description is not an exhaustive list of all duties and responsibilities of the position and in no way is to be construed as a contract. As with all positions, employment is “at will” or voluntary on both the part of the organization and the team member. Employment is not for a set period of time and may be discontinued by either party for any reason with or without notice.

Shift Collaborative is an Equal Opportunity Employer.