



<https://www.combase-usa.com/job/technical-support-specialist/>

## Technical Support Specialist

### Employment Type

Full-time

### Job Location

Las Vegas

### Description

Do you love technology? Are you a problem solver and always the one your family turns to in order to troubleshoot their computer and other technology issues? Would you be interested in making a difference working with a small team that delivers cutting-edge software solutions?

### About Us:

COMBASE USA is an international software development company providing solutions for retail businesses. Our innovative systems help organizations of all sizes streamline operations and significantly increase revenue.

### Technical Support Specialist:

As a technical support specialist, you will be helping our customers to better understand our software solution. You will listen to their needs and problems and provide solutions that will make you their personal hero for the day!

### Responsibilities

- Assist customers via phone and email
- Troubleshoot technical problems
- Write tutorials about certain software features
- Develop ideas with the engineering team to improve software solutions
- Monitor email support tickets and respond or re-assign accordingly
- Receive, install and ship equipment for customer orders

### Qualifications

- You have strong project management and organizational skills
- You have great writing skills
- You have a proficient knowledge and understanding of customer service
- You are willing to take direction, as well as have a strong individual initiative
- You are located in Las Vegas, NV or ready to relocate

### Additional skills and experience which are considered helpful for this position:

- Experience providing software support
- Any experience using Linux, SQL or HTML
- Experience working in or with retail businesses

### Job Benefits

- Retirement
- Healthcare

– Paid vacation/sick leave

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing. The employee must frequently lift and/or move items over 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

COMBASE USA provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws