

Looking after the things people care about, wherever they are.



Customer Support Specialist

Who are we?

Texecom combines innovation and technology advances to look after the things people care about, wherever they are.

With a strong heritage founded in electronic security, Texecom has a proud history of providing products and services that protect millions of people and properties around the world.

With today's security challenges changing more rapidly than ever before, and with tech-savvy customer expectations of perceived value at an all-time high, Texecom is committed and focused to developing future-proof products and services that deliver meaningful value to all who use them.

Job summary:

The **Customer Support Specialist** is responsible for providing high-quality technical support and customer service to our clients. This role involves troubleshooting technical issues, offering solutions, and ensuring customer satisfaction. The ideal candidate will have strong a passion for helping others, experience in a contact centre environment and an interest in technology.

Role responsibilities:

- Respond to customer inquiries via phone, email, and social media in a timely and professional manner.
- Diagnose and troubleshoot technical issues with products or services.
- Provide step-by-step guidance to customers to resolve technical problems.
- Escalate complex issues to higher-level support or engineering teams as needed.
- Document customer interactions and technical issues accurately in the CRM system.
- Follow up with customers to ensure issues are fully resolved and customer satisfaction is achieved.
- Collaborate with team members and other departments to improve support processes and customer experiences.
- Stay updated on product knowledge, industry trends, and new features to provide informed support.
- Participate in training sessions and team meetings.

What skills & experience will you bring to the team?

- Proven experience in a customer service or technical support role.
- Strong troubleshooting skills and the ability to quickly learn new technologies.
- Excellent verbal and written communication skills.
- Ability to remain calm and patient when dealing with frustrated customers.
- Strong problem-solving skills and attention to detail.
- Proficiency with CRM software and other support tools.
- Ability to work independently and as part of a team.
- Flexibility to work various shifts, between 8:00 and 18:00 Monday to Friday.

What we offer:

- Competitive salary and benefits package.
- Comprehensive training and ongoing professional development.
- A supportive and collaborative work environment.

How to apply

Please apply in writing/email with a letter and CV. The letter should include:

- Why you would like this role
- What your personal qualities, attitudes and behaviours are
- What you can bring to the role
- How you believe this role can add value to the Texecom business

If you have any questions about the role please email careers@texe.com.

www.texe.com

