

X-Nav Technologies, LLC

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www.X-NavTech.com

Technical Support Associate

X-Nav Technologies, LLC - Greater Philadelphia Area

Job Description

- Act as an initial point of contact for customers to process information, troubleshoot technical issues, and resolve customer inquiries about products and services.
- Gather customer and device information and determine the root cause of the customer's issue by evaluating and analyzing the symptoms.
- Accurately document customer interactions and the relevant details of their inquiry or issue.
- Understand basic product details in order to accurately diagnose and resolve basic technical issues with hardware and/or software.
- Follow standard processes to ensure proper compliance to the X-Nav Technologies Quality Management System.
- Escalate complex problems to appropriate resources in a timely fashion, while maintaining overall ownership over the customer's issue until full resolution is verified.
- Interact with the operations department to ensure the proper service components are dispatched with the correct level of urgency pursuant to the customer's need.
- Proactively follow up with open customer support issues and make scheduled call backs to customers.
- Acquire and maintain the technical/professional knowledge required to provide technical support to end-users.
- Ensure proper warranty procedures are followed in order to control any service costs incurred by X-Nav Technologies.
- Other duties may be assigned by supervisor as required by business needs.

Qualifications:

- 1 - 2 years of experience in technical support or customer service role.
- Previous dental/medical industry experience preferred.
- Dental implant/surgical experience preferred.

Desired Skills & Experience:

- Proficient in Microsoft Word, Excel, Visio, and PowerPoint
- Develop and sustain productive customer relationships, making customers and their needs a primary focus.
- Highly developed communication skills (verbal & written).
- Knowledge of Customer Service principles and practices.
- Experience with conflict resolution. Deals effectively with others in difficult situations.
- Possess appropriate phone etiquette to interact with customers.
- Practice effective listening skills.
- Problem solving skills.
- Strong collaborator who can work effectively with others, with the ability to work independently and proactively.

QUALIFIED CANDIDATES should send resume to info@X-NavTech.com. We are an equal opportunity employer.

Position open immediately. Please submit resume and qualifications to info@X-NavTech.com or call 1-855-475-9628 for more information.