



Role: Technical Support Analyst – Hong Kong / Singapore

This is a technical support position that provides quality and responsive technical support for Epsilon Email products & services to customers.

Primary Responsibilities:

- Provide professional, courteous and prompt technical support for Epsilon International Email products, liaising with other EI Departments to provide two way communications on customer issues. This should include problem prioritization, analysis and resolution of issues. The result should be high level of customer satisfaction
- Actively track and manage client interactions by logging all customer contacts in EI's case tracking system.
- Where appropriate outline the key steps to resolution of a problem and communicate to the customer via frequent and regular status updates.
- Acquire and maintain knowledge relevant to the job including EI product offerings, current support policies and procedures and methods of support delivery, in order to provide technically accurate solutions to customers
- When required, escalate customer issues via established escalation processes
- When required, participate in weekend and after-hours support coverage, including high priority pager duty on a regularly scheduled rotation of responsibility.
- Consistently instruct internal and external customers on resources available for self-help e.g. Knowledge Base, Learning Centre, and User Documentation
- Leverage the internal and external knowledgebase's for prompt and accurate resolution of basic technical issues. Ensure that information about any solution that was not easily found in the KB is passed on appropriately.

Requirements:

- A minimum of 6 months continuous experience working in a client facing technical customer support (help desk, call centre) environment, preferably supporting Internet based products
- IT or industry certification is desirable
- Demonstrates strong written and verbal communications skills in English. Conversant in Chinese is highly desirable
- Demonstrates effective customer call / contact management skills in line with "Rules of Engagement"
- Actively acquires the skills knowledge and abilities to meet job requirements and actively seeks out assistance from peers and demonstrated willingness to receive constructive feedback
- Uses all available tools and resources and learns from experiences and changes behavior.
- Demonstrates flexibility in sharing team work load, including variable shift times and after hours pager duty when required
- Works tolerantly and positively with people with different work styles to meet team goals
- Works well with a diverse or multi-disciplinary group to achieve a common goal
- Balances personal gain with group goals
- Responds in a timely manner to the needs of the customer
- Manages customer expectations in terms of service level and communications

- Finds a resolution that is satisfactory to the customer
- Anticipates needs of the customer where reasonable
- Continuously displays positive, professional behavior towards internal and external customers
- Manages workflow and maintain a "sense of urgency" in accordance with customer needs / workflow
- Demonstrates Clear ability to complete and follow up on projects and other work
- Adapts to a changing environment
- Able to travel in short notice

Skills:

- Competent skills of HTML
- Working knowledge of DNS
- Proficient in OS (98, 2000, XP, NT) and Browsers.
- Awareness of DHTML, Flash, Javascript, Java
- Knowledge or 6~12 months exposure to UNIX/Linux, Internet protocols (TCP/IP, HTTP, FTP; SMTP; Security), Web servers,
- Knowledge or 6~12 months exposure to SQL/Understanding of relational databases, Access, Oracle, SQL Server
- This role requires the employee to support customers by phone and email in English

About Epsilon International

Epsilon International (<http://www.epsilon.com/international/home.html>) is a leading provider of strategic, ROI-focused email communications solutions and marketing automation technologies. Through its combination of innovative technologies, professional services and vertical market expertise, Epsilon Interactive helps marketers acquire, grow and retain profitable customer relationships through highly relevant and personalized email communications. The company's end-to-end suite of industry-specific products and services includes scalable email campaign technology, delivery optimization, marketing automation tools, turnkey integration solutions, strategic consulting, and creative expertise to produce email programs that generate measurable results throughout the customer lifecycle.

In the Asia Pacific region Epsilon Interactive was created through the acquisition of the DoubleClick Email Solutions Business Unit in April 2006, and maintains offices in Beijing, Guangzhou, Hong Kong, Shanghai, Singapore, Sydney with partnerships and resellers in India and Japan.
