

Job description- Customer Support Specialist

Are you passionate about providing exceptional customer support in the world of Forex, Hosting, and Trading? Do you have experience with KVM Virtualization, WHMCS, SolusVM, and Freshdesk/Freshchat? If so, we want you to join our team!

As a Customer Support Specialist, you will play a pivotal role in ensuring our clients receive top-notch support and assistance. We are seeking individuals with expertise in Hosting/Cloud technologies, a knack for problem-solving, and a commitment to delivering outstanding customer service.

Job Description:

- Utilize your experience and working knowledge in Hosting/Cloud technologies, including KVM Virtualization for both Windows and Linux.
- Familiarity with WHMCS, SolusVM, and Freshdesk/Freshchat is a definite plus.
- Gain a thorough understanding of our products through regular testing and effective communication with the support and infrastructure team.
- Handle VMs and VPS effectively, with experience in WHMCS being an advantage.
- Provide ongoing live chat, email, and ticket support to address client inquiries and concerns.
- Participate in fortnightly company meetings to stay updated on company developments and initiatives.
- Report bugs and technical issues to the appropriate technical team for resolution.
- Engage with customers through live chat, actively cross-selling our products to meet their evolving needs.
- Show a deep understanding of our clients' requirements and offer live support to fulfill those needs.
- Demonstrate extraordinary product knowledge to assist clients effectively.
- Proactively acquire new knowledge of processes and technologies as required.
- Collaborate with other teams within the company when necessary to achieve shared goals.

Prerequisites:

Prior experience in a support desk position is highly desirable.

Proficiency in **Hosting/Cloud technologies and KVM Virtualization**.

Familiarity with **WHMCS, SolusVM, and Freshdesk/Freshchat** is advantageous.

Strong problem-solving and communication skills.

Exceptional customer service orientation.

Ability to work effectively in a fast-paced, team-oriented environment.

Adaptability and willingness to learn new processes and technologies.

Previous experience in **Forex, Hosting, or Trading** is a plus

Need to be flexible working on different schedules

About us:

At Think Huge we've grown 30% in both headcount and revenue, year on year, since our 2012 inception.

We're renowned for our Forex Trading education and technology, and for our online security tools. We have several multi-million pound B2C brands, all in the technology industry and we plan to triple the business in the next 3 years.

We're dotted around the world! Despite us all being remote, we're super friendly, hungry, passionate and most importantly fun!

What we offer you

- Work remotely - we have no office and never will. We have over 60 people working around the world at Think Huge and it works!
- We're currently going through a growth phase and we're super excited about our growth potential in the next 12-24 months
- As our company grows, we reward our staff with regular pay increases and bonuses.
- We invest significantly in both external and internal training, providing opportunities for our staff to learn and grow throughout their career with us
- We also offer up to 5 weeks paid leave per year, because everyone needs a break.
- We're a lovely bunch of people to work with and we truly care about our work and fellow team members - no office politics here!