

## **Service Support Specialist I**

Our Austin office is looking for a savvy professional who has a desire to learn, a positive attitude, and can function well in a fast-paced environment. The Service Support Specialist I will be part of the technology services team (Mission Control) whose primary function is to design, support, and maintain the most effective technology solutions and promotional programs for Boundless sales professionals and their clients. Primary responsibilities include providing technical assistance and support related to sales professionals and sales teams regarding Boundless technology solutions. Overall efforts include managing and responding to service tickets that come into the Mission Control ticket management system as well as troubleshooting and resolving technology related issues.

The ideal candidate has the desire to learn about the promotional product industry, enjoys learning new technologies and systems, and can effectively work in a fast-paced environment.

### **Essential Functions**

- Managing the Mission Control ticketing system.
- Responding to or rerouting tickets to the appropriate team member for response.
- Fielding technology service requests, troubleshooting and resolving technology related issues as they arise.
- Ensuring all tickets are closed/resolved within the agreed upon timeframe.
- Communicating directly with internal staff and sales professionals to ensure their technology services questions and issues are resolved timely and to their satisfaction.
- Coordinating with internal departments and sales professionals on any outstanding issues.
- Liaising with the Development Team on technical issues beyond Mission Control's purview.
- Delivering accurate reporting for all open and closed tickets within a specific timeframe.
- Making requested updates to existing technology solutions, as needed.
- Ad hoc tasks as they relate to new and existing MC supported projects and program solutions.

### **Job Specifications**

- High school diploma and 1+ years of related business experience
- Strong organizational skills, attention to detail, and self-motivated to meet project deadlines
- Ability to prioritize, handle multiple daily tasks, and adapt to different job functions as required
- Good analytical thinking with ability to learn and master new concepts and applications quickly
- Ability to set priorities and make independent judgements
- Professional, polished, and demonstrated ability to maintain grace and composure under pressure in a fast-paced environment

- Experience in the promotional product (or similar) industry, a plus

### **Other Specifications**

- This position is located in our downtown Austin, TX office with some remote flexibility.
- Work schedule for this position is Mon – Fri with flexible hours between 8a – 7p

### **Benefits & Perks**

- Medical, dental and vision insurance
- Paid vacation, sick, and personal time
- 401(k) with matching
- Discounted gym membership
- Community involvement and volunteering opportunities
- An abundance of cool SWAG

### **About Boundless**

Boundless is the first promotional marketing company to bring together the people, the process, and a unique technology platform to drive results with visibility and control. We unlock the creativity and collaboration in organizations, sparking lasting connections with the people they care about. The company works with over 10,000 buyers representing upwards of 3,000 companies. Headquartered in Austin, Texas, Boundless has locations throughout North America. For more information, visit [www.boundlessnetwork.com](http://www.boundlessnetwork.com).

At Boundless we welcome all applicants regardless of gender identity or expression, sexual orientation, race, religion, age, national origin, citizenship, pregnancy status, veteran status, or any other differences.