

FastModel Sports- Support Engineer

FastModel Sports:

FastModel Sports lives at the intersection of sports and technology, where we deliver products that revolutionize the way teams prepare for games and recruit players. Our clients include all NBA and WNBA teams, over 85% of NCAA Divisions I basketball programs, and over 8,000 high school teams.

The culture of our 6-person Client Experience team is key to its success. We are looking for someone who loves to help others, someone who has a passion for our products and company, and someone who can keep smiling even when dealing with tough customers (empathy is critical). You should enjoy the process of making an anxious customer a **happy customer**.

Position:

The Support Engineer will train, support, and assist both our Enterprise (NBA, WNBA, NCAA D1) and Consumer (high school, small college) customers. The Senior Client Experience Representative will work directly with engineering, sales, and operations. This position reports to the Director of Client Experience and works from our office in the Wrigley building in Chicago, IL.

What We Need:

- A **second-tier support** agent who can properly manage cases as they escalate.
- A **forward thinker** who will test, research, and plan for customer issues proactively.
- A **teacher** of our products/technology to individuals outside and inside the company.
- Someone who **strives for improvement** and contributes to the creation of our next generations of products.
- Someone who **makes customers & their needs a primary focus**; developing & sustaining strong customer relationships.
- Someone who understands the high demands placed on coaches and understands **On-Call shifts are a part of the game**.

What You Bring:

- Bachelor's Degree
- 3+ years in a technical support role
- Proven capability for critical thinking and problem solving
- Technical aptitude with an ability to troubleshoot complex software applications (desktop, web and mobile) as well as common IT and network related issues (e.g. firewalls, anti-virus software) that commonly affect web-based applications
- Knowledge and passion for athletics, ideally basketball
- Excellent organizational, interpersonal, and communication (oral and written) skills
- Ability to work flexible hours to adapt to the schedule of coaches (some evenings and some weekends)
- An assertiveness to get things done right and a proactive spirit
- A strong work ethic, belief in teamwork, a desire to go the extra mile to assist our customers, positivity, humor, and **general amazingness!**

Additional Desired Skills:

- Well versed in current software support practices and tools including: issue tracking and ticket management systems (e.g. FreshDesk, ZenDesk).
- Experience with Citrix products (GoToMeeting, GoToAssist), Mac/iOS/Windows operating systems and products.
- Naturally social- enjoy talking and communicating on phone and through email.
- Exposure to SQL, HTML, or graphic design.

Salary: salary commensurate with experience and qualifications.

Perks:

- **Accessible location:** Our office is in the heart of Chicago, right on the Magnificent Mile.
- **Flexible Time Off.** As a good teammate we know you'll get your work done. So if you need time off, you can take it.
- **Great Benefits Package.** We offer what the bigger companies do - 401K with automatic 3% match, medical coverage for employee and family, FSAs and a gym plan.
- **Casual Work Environment.** Dress like a basketball player if you want - we don't care. Snacks and drinks in the kitchen, daily ping-pong and pop-a-shot matches (mostly friendly).
- **Basketball 24/7.** Did we mention we're into basketball? Office swag, high-profile coaches walking through our door. There's nothing cooler than having a NBA GM join your all-company conference call.
- **Profitable.** Although we are hungry and energetic like startups have to be, we've actually been in business for almost 12 years - we have thousands of customers, we're profitable and we have a proven business plan. It's the best of both worlds.

To find out more about us, visit our careers page at www.fastmodelsports.com/careers. If you are ready to apply, please email jobs@fastmodelsports.com with your resume and the answers to the following questions. Your responses will help us learn more about you while also giving us an opportunity to judge your writing abilities.

- 1) Why do you think you would be a great customer service representative at FastModel Sports?
- 2) Describe a great customer service/support experience you had recently, and what made it fantastic?
- 3) What is your favorite app, what does it do, and why do you like it?
- 4) If you don't know HTML, how would you go about learning it?
- 5) Optional Extra credit: who is the GOAT: Kareem Abdul-Jabbar, MJ, LeBron, other. Provide a short explanation of your pick.
- 6) Our support team takes incredible pride in diagnosing and resolving our coaches' problems quickly and professionally. The following is an example email received by our support team from one of our customers. Put yourself into the position of a member of our Client Experience team, and write a response to Coach Smith.
 - Coach Smith writes: I renewed my subscription to FastDraw last night but when I open it today, it says my license is still set to expire in 2 weeks. Can you help me?

FastModel Spots provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, FastModel Sports complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.