



Position: Tier 3 Technical Support (Technician or Engineer)

Location: San Francisco

Preferred Start Date: As soon as possible

Passionate about smart home technology, solving high-level technical issues, and working with customers? Interested in accelerating your career alongside a rapidly growing venture-backed startup?

About Flair:

We're building next-generation data-driven controls and energy management technology that bring home heating and cooling into the 21st century. Our Puck wireless thermostats and automated Smart Vents use sophisticated algorithms and real-time data to deliver automatic comfort.

We're a tight-knit group of engineers, designers, and communicators. Our engineering team has decades of experience from Channel IQ, Nest, Tesla, Microsoft and Google. We pride ourselves on our open communication, shared responsibility, and mission-driven product development.

Website: www.flair.co

We're looking for:

Tier 3 Technical Support is equal parts detective and doctor. You will handle the most difficult product bugs and issues that come out of the customer support process. You will help find the root cause of issues that have passed through Tier 1 and 2 support, identify technical impediments, and help the product development team improve Flair. In this role, you will help solve escalated customer issues, using an advanced and novel insight into the product to find and implement solutions.

Because advanced customer issues often require technical insight, this role features opportunities to code and develop software, as well as improve our core product. An ideal candidate for this position will be able to seamlessly switch between talking to customers and working with product engineers.

Compensation:

Salary: \$52,000 to \$62,000

Equity: 0% to 0.05%

Benefits: Health insurance compensation plan, accrued paid vacation days, work/life balance, accrued work from home days

Responsibilities:

- Provide escalated technical and product support to Flair customers via our Helpdesk platform
- Work with customers to provide best solutions for complex problems or use cases
- Reproduce and document customer issues
- Collect logs and analyze data to find patterns and uncover bugs
- Create bug reports and work with Flair team to resolve bugs or improve documentation
- Work with team to address issues, recommend enhancements, and improve the product
- Help build Flair's script library and processes, and assist with the Knowledge Base and forum
- Provide assistance to our offsite Tier 1 and 2 support as questions arise

- Contribute to product software development via the support lifecycle

Must-haves:

- Excellent customer focus
- Strong technical troubleshooting skills and patience when helping customers
- Ability to multi-task and work in parallel, identifying priorities across multiple customer interactions
- Solid organizational skills: be able to balance multiple tasks, prioritize effectively, plan out schedules and follow them
- A strong work ethic, the ability to keep complex tasks organized, and careful attention to detail
- Ability to prioritize tasks and work independently
- Experience collecting and analyzing data, using Excel, and running scripts
- Excellent written/communication skills, and the ability to work effectively across multiple teams

Nice-to-haves:

- Python or similar programming experience
- PostgreSQL or similar database experience

Interested? Send your resume and a brief cover letter to hr@flair.co.