

Title: Support Specialist

Reporting to: Services Director, Salesforce Services Director

Seniority: Entry-level

Avalon Solutions is a dynamically expanding company with strong relationships with Google and Salesforce, a leading partner for innovative workplace and cloud solutions. Currently we are looking to expand our Support Services team in Stockholm and Warsaw.

We are constantly innovating not only our client's businesses but also our own. Our goal is to be one step ahead and to build valuable partnerships with the digital leaders. To be in the forefront we need to have the best talents in our team. That's why we have a special approach to our employees.

We believe in an open company culture and relations built on trust. We support our team members in their development, certifications and additional education to deepen their expertise.

The 3 pillars that make us a unique company are:

- Curiosity - we are curious about people, technology, and business
- Trust - our relationships are built on trust, empowering us to work as a single, cohesive organisation towards our goals
- Courage - we have courage to challenge ourselves, our customers, and our partners.

About the Team:

Our Support team offers first-line and second-line support to our customers on our partner platforms. The team is an extension of our customers' internal IT teams, aiding them in the management of their G Suite, Salesforce, and other SaaS environments. The team is passionate about cloud services and takes ownership over our Customer Success Services.

About the Role:

As a Support Specialist you will be the first point of contact for our customers who require technical assistance. You will be focused on troubleshooting with customers and interfacing with our partners to provide prompt and comprehensive support.

The most successful Support Specialists will also have an ambition to learn how to conduct trainings, and further develop their technical management skills to work as a consultant towards customer projects. You will sit in either our Stockholm or Warsaw office, and work towards all of Avalon Solutions' customers globally.

Qualifications:

You're a fast learning technical resource with previous experience working in and/or supporting cloud application environments. You should have excellent communication and presentation skills, looking to be in a customer-facing role. You must be a self-starter willing to teach and hand-hold customers through their technical difficulties.

Other qualifications:

- Fluency in English.
- Fluency in an additional language: Swedish, Norwegian, or Polish.

Preferred qualifications:

- Existing G Suite Administrator or Salesforce Administrator Certifications
 - Experience in a customer service role and/or IT support roles
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Want to join us?

Send your LinkedIn and/or CV to our Services Director, Kevin Liu, at kevin.liu@avalonsolutions.com with a summary of your accomplishments and career ambitions.

Avalon Solutions is a full-scale cloud solutions partner, operating in Europe and beginning its expansion in Asia. Our mission is to add value to our customers by delivering a digital workplace based on sustainable solutions from leading innovative partners like Google and Salesforce, among others. This is achieved by our business-oriented teams, passionate tech experts and our strong company culture that make our employees excel.