

**Role:** 1<sup>st</sup> Line Support Engineer

**Location:** Manchester, UK

**Function:** Technology Support

Start your technical support career at ConnexAI with an award-winning support team focused on training and developing you into a product expert on one of the most exciting SaaS platforms in the communications industry.

### **The role**

Begin with an 8-week personalised training course on the ConnexAI product suite, which will equip you with the tools to provide stellar customer support as the first point of contact for ConnexAI clients.

Our 24/7 support model will provide opportunities to support clients worldwide. You will provide technical support through various communication methods, ensuring we live up to the reputation of delivering world-class customer service.

### **About us**

We are a rapidly growing Omnichannel SaaS organisation on a mission to boost productivity, improve customer service, and increase efficiency across various industries.

Based in Manchester, UK, our influence spans five continents, with offices in Barcelona, Miami, Melbourne, and South Africa, and we're not done yet- we're still growing at incredible rates. We are soon likely to become Manchester's tech Unicorn.

### **Why join us?**

- Enjoy an excellent training program from the day you start at ConnexAI.
- You will have the opportunity for accelerated career progression, with many of our performing first-liners elevating themselves to 2nd line support within 12 to 18 months.
- Work with an award-winning support team, who have worked hard to build a collaborative culture.

### **Who is suitable for the role?**

- You will have strong communication skills.
- You will have an interest in technology.
- You enjoy a fast-paced environment with a diverse set of problems to solve
- You have the flexibility to work night shifts and some weekends.