



TECHNICAL SUPPORT REPRESENTATIVE

Company Overview:

LotVantage is the leading provider of digital marketing products for automotive, powersports, marine, and RV dealerships helping dealerships market inventory on a Local and National level while providing dealers with a Social Media Presence. Founded in 2008, LotVantage has provided the automotive, powersports, marine and RV industries with the innovative software they need to grow sales and increase revenue.

Job Summary:

This full-time position focuses on providing world-class phone, email and chat support for our application and service end-users and internal employees. This position serves as an integral part of the organization by identifying issues, assisting with support requests, and handling proper escalation of priority tickets.

Essential Duties and Responsibilities:

Core duties and responsibilities include, but is not limited to, the following:

- Answer issue and question submissions via ticketing system.
- Ability to respond to queries through multiple channels such as phone, email, live chat, in-person, and/or screen-sharing sessions.
- Investigate and follow up on reported problems.
- Accurately document issues/resolutions.
- Follow-up to ensure issues are resolved to their satisfaction.
- Generate documentation as knowledge base articles and procedures to ensure continuity of support.

Minimum Qualifications, Education and/or Experience:

- Minimum 2 years of experience in a Technical Support role or related experience.
- Strong troubleshooting and problem solving skills.
- Strong written & verbal communication skills.
- Strong attention to detail and ability to multitask.
- Ability to maintain positive, customer focused attitude, even in challenging situations.
- Proficiency with MS Office applications.
- Proficiency with MS operating systems and basic networking principles.
- Firm understanding of internet technologies (web browsing, email, etc)



Benefits Offered:

- Competitive Compensation Package
- Medical PPO or High Deductible with Health Savings Account
- Dental
- Life Insurance
- Disability; Short & Long Term
- Accidental Death or Dismemberment
- Paid Time Off
- 7 Paid Holidays + 1 Floating Holiday
- AFLAC Supplemental plans

Please submit a cover letter and resume with your reply to HR@thatsus.com

Please note this job description is not designed to cover all duties and responsibilities of the employee to effectively do their job. Eligibility requirements apply to all benefit plans. That's Us reserves the right to alter all benefit offerings at will. That's Us is an Equal Employment Opportunity/Affirmative Action employer.