Technical Support Engineer ｜Athens

Rokoko is a category leading brand, providing motion capture and animation tools for the global entertainment industry. Our customers include global top tier game, film, AR/VR and VFX producers as well as thousands of indie creators making unique content. Our vision is to enable every creator to be able to do 3D animation - intuitively, collaboratively, and fast! We are expanding our front support line team to meet the demand of our growing customer base. You will be **supporting our customers** with our motion capture solutions for body, fingers and face.

As a **Technical Support Engineer**, you will work in Rokoko’s Customer Support team with a strong focus on providing customers with an exceptional customer experience and the level of expertise they require to be successful with our tools. You will be the key bridge between our Sales and Development teams, representing the voice of the customer internally while being the face of Rokoko externally. If you enjoy fast paced working environments and have a customer first mindset, we are looking for you!  Your core activities will include resolving technical issues, meeting SLAs and updating the Rokoko knowledge base to help customers find solutions themselves. This is a unique opportunity to join a company with strong traction into the scale-up phase. We offer a steep learning curve and an ambitious and international work environment.

**Responsibilities**

* **Support our customers:** Providing customers the technical support they require, managing cases from creation to resolution.
* **Triage and escalate support cases:** Prioritizing caseload and escalating tickets to the appropriate team when necessary.
* **Meet Support SLAs:** Providing prompt and accurate responses to customers within the agreed SLAs.
* **Maintain the Rokoko knowledge base:** Creating and updating articles to ensure they remain up to date and relevant.
* **Moderate the Rokoko community:** Share your expertise with customers in the Rokoko community and on social media platforms.
* **Synthesize customer feedback:** You should synthesize customer feedback and work with internal teams including Customer Success and Product Development to respond to current and emerging needs.
* **Contribute to the evolution of Support:** Highlight areas where improvements will benefit our customers, improve their support experience and speed up the time to resolution.

**Requirements**

* Strong analytical and problem-solving skills with an attention to detail.
* Experience working in 3D content creator software such as Maya, 3DS Max, Blender, iClone, and Cinema4D and/or 3D engines such as Unity and Unreal.
* Experience with Motion Capture hardware and software.
* 1-2 years of experience in a customer facing role, preferably providing technical support.
* Superior and proven communication skills (internal and external).
* Highly organized and process -oriented.
* Fluent in English language (written and oral).

**It's a plus if you have...**

* Some experience with Customer Support management software. Preferably Freshdesk, Intercom, Hubspot or Zendesk.
* Experience supporting customers remotely over web conferencing tools such as Skype and Zoom.
* 3-5 years of experience providing direct technical support.
* Experience with sales or customer support in an early-stage startup (SaaS and/or hardware).

**What we offer**

With our vibrant HQ in Copenhagen and rapidly growing offices in San Francisco, Los Angeles and Athens, we are always looking to expand our brilliant team for the continuous development of our products. We are a happy mixed bunch of creatives, tech nerds, world-class software and hardware engineers, 3D artists, business people, philosophers, idealists, thousands of cables, and a VR HMD always within reach. We have fun and respect each other while daring to take risks in our pursuit of greatness. We don’t make tech for the sake of tech, but want to help those who think of tech as an obstacle to work with it in a creative and intuitive way. We offer an ambitious and international work environment. We are growing fast and you will be given a lot of responsibility and freedom to join the ride and become a central part of the team, we offer a competitive salary and a great working culture.

**Questions and Application** For any questions regarding the position please email jobs@rokoko.com.