Technical Support Specialist

OnPoint Digital has openings for experienced Technical Support Specialists to join our growing software company at our headquarters location in Savannah, Georgia. OnPoint's Technical Support Specialists are key customer-facing engineering resources who help customers work with our industry recognized solution sets for online and mobile-enabled learning, performance support and business communications for the enterprise. Successful candidates will have demonstrated experience working in a technical environment supporting workers, customers or students with current generation computers, mobile devices, business applications and Internet services.

Basic Requirements. Basic educational and work experience requirements are as follows:

1. A Bachelors or Associates level degree in Computer Science, Information Systems or other technical-related fields is required although strong technical acumen and work experience serving business user communities will be considered in lieu of a formal college degree.
2. Work experience with web sites, mobile app development, scripting and command line execution, database design and dataset manipulation/queries, report writing and other general technical skills is required. Additional work experience of one to three years in a professional environment supporting software or online systems.
3. Strong working knowledge and functional experience with a variety of common workplace applications and systems including Microsoft Word, Excel and PowerPoint as well as other desktop applications and utilities for personal productivity, media creation/editing, project organization and management, timekeeping and others.
4. The ability to work well individually but also become an integral part of a larger team of technical resources committed to the design, testing, delivery and support of innovative solutions for world class customers and partners.
5. Excellent communications skills both written and verbal with a willingness to reach out and provide top quality support services to our team, customers and extended business ecosystem.

Desired Qualifications. Preference will be given to candidates with advanced education and work experience in related fields. We are keenly interested in candidates with a strong knowledge of current and emerging mobile applications across the consumer and enterprise sectors as well as any personal or work experience with multimedia tools, interactive digital video, and other emerging technologies related to delivery of interactive content over the Internet and via mobile devices.

What We Do. OnPoint Digital is the leading innovator and recognized leader for enterprise mLearning – that's anytime/anywhere training and performance support for workers using their omnipresent smartphones, tablets and other mobile and wearable gadgets – we practically invented the market for this services ten plus years ago. OnPoint Digital was cofounded by partners Katherine Guest and Robert Gadd in the back of a small retail shop in downtown Savannah in late 2001 and has grown from a two-person operation into an award winning (50+) and industry recognized technology provider serving Global 5000 customers across an array of industries. We design and build what are considered by many to be the best online and mobile app experiences for employee training and professional development utilizing the latest cloud-oriented and enterprise-grade development technologies spanning mobile, social, game-enabled and responsive. Our reference list counts many of the world's leading technology, pharma/medical, IT services, telecom, transportation and retail firms in the Global 5000. Our proven software is also licensed by a growing list of other leading technology providers to accelerate their mobility strategies and services. In total, we support 75+ direct

customers/partners with more than one million learners working in forty countries and more than a dozen languages. Not bad for a boutique team operating outside the confines of Silicon Valley/Silicon Alley here in one of America's most beloved and storied cities.

Our Headquarters. Our corporate offices are located in a professional area on Savannah's Southside near the Oglethorpe Shopping Mall in one of our city's most modern and green workspaces. Our freestanding four story-building features a combination of traditional private offices as well as open floor plans for some teams plus collaboration zones along with state-of-the-art training and meeting facilities for our visiting customers and partners. We have outfitted our headquarters location with the latest in IP telephony, video conferencing and security systems.

Our building is powered using our own 28 KwH rooftop solar array helping us all to think greener and lower our carbon footprint. Team members share company bikes for their short trips and errands in and around our office area. Onsite amenities range from free healthy drinks and snacks to a pet friendly employee lounge and exercise equipment for those people who want to exercise their muscles when the weather outside is not cooperating. We have ample, FREE parking with preferred parking spaces for team members driving hybrids and plug-in electric vehicles. The company also has a satellite office in Denver, Colorado and a main development center down in New Zealand that we get to visit from time to time.

Our Workplace Vibe. Like several of the leading tech companies where many of us have worked before, OnPoint is a vibrant, fast moving, challenging and rewarding place to call your work home. Team members dress casually and comfortably, work in private or appropriately "socially distanced" open spaces, endeavor to learn something unique every day and pursue new talents through external training and work-related travel. Everyone is encouraged to exercise for at least twenty minutes during the workday (e.g., walk, bike, bounce, climb stairs) to help stimulate their minds and to promote well-being. There's a commercial Pac Man machine to help blow off steam too. And, in normal times, we regularly convene for shared meals and events both inside and outside the office to build *esprit de corp* and promote a team-oriented mindset.

The Real Qualifications. We want team members who have cultivated their talent and knowledge through formal collegiate education as well as autodidactic methods. We want people who are proficient and passionate about what they're schooled in but also driven to realize their true potential both personally and professionally. It is less about your "degree" and more about your level of drive and contribution so we prefer individuals who seek to apply their knowledge and experience to solving real business problems in new and innovative ways.

We wish to attract and hire the best people we can and we endeavor to make sure each new recruit is a good match for our team, culture and requirements. In truth, not all new hires make it past the 90-day contractor positions we offer every recruit due to lack of a fit, experience or work ethic. Those that make the grade are welcomed into a nurturing and progressive work environment that exposes them to leading edge technologies, next generation business practices and services, and the opportunity to help define and deliver new work paradigms for our customers.

What We Offer. We pay our associates well and in accordance with each person's experience and level of contribution. We offer all the standard employee benefits you'd expect of a growing high tech company including 95% employer-paid health and dental insurance. We reward individual achievements through performance bonuses and other perks including opportunities to participate in company's 401 (k) plan. If you work hard, you will be recognized for it and we will continue to improve those rewards as you contribute to our shared success.

Reporting Structure. All Technical Support Specialists report to Alan Boyette, OnPoint's Vice President of Technical Services, but may also have dotted line responsibilities across other departments and business functions where they can assist in customer and engagement delivery support, requirements analysis, issue identification and quality assurance/testing.

Career Path. Upward mobility into the ranks of Technical Engineering, Project/Engagement Management services, Training Services or other areas as best match for skills attained and value delivered.

Your Next Steps. Does OnPoint Digital sound like a place you would be able to grow and thrive? Are you interesting in stepping up to see if you are a good fit for our growing team? If so, please reach out to us by sending your resume and a cover letter addressed to "Hiring Manager" via rgadd@mlearning.com. (NOTE: Principals only/no recruiters).