

## Technical Support Specialist

Technical Support Specialist is responsible for assisting clients and exhibitors with questions or technical issues related to lead retrieval. The ideal candidate will have strong communication skills and a background in customer service and a general knowledge of software and hardware. Often tasked with being onsite at conferences, events, and trade shows, it is essential that the TSS be personable and professional.

### Duties/Responsibilities:

- Represent eShow's products and services with an understanding of how our solutions meet our customers' needs
- Maintain working relationships with existing customers to ensure exceptional service
- Create and maintain documentation for lead retrieval sales, including but not limited to order forms, emails, webpages, and pdfs
- Communicate effectively with customers to assist with their lead retrieval needs
- Fields support calls, chat, email, and/or other communication from users

### Required Skills/Abilities:

- Excellent customer service and interpersonal skills
- Strong attention to detail and organizational skills
- Effective time management skills and multi-task oriented
- Ability to perform within short term deadlines and work in a team environment
- Ability to communicate clearly with personnel at all levels of education, inside and outside the organization
- Problem solving skills; ability to effectively identify and solve problems
- Proficient with Google applications
- Willingness to work weekends when needed or long hours
- Ability for frequent travel around 25-30% of the time
- Available to be in office in South Barrington, IL as needed

### Preferred Skills/Abilities:

- Experience in Sales and/or Event Management in the Tradeshow Industry or a combination of both

### Requirements:

- Ability for frequent travel around 25-30% of the time
- Available to be in office in South Barrington, IL as needed

### Physical Requirements:

- Ability to sit or stand for long periods of time
- Pull/push equipment used in Lead Retrieval
- Lift and pull up to 50 pounds

### Benefits:

- Salary with potential annual raises (Bi-weekly pay)
- Paid Holidays/10 days PTO
- Medical/Dental/Vision Insurance and 401(k)
- Paid Travel Opportunities with per diem
- Pay: \$36,000-\$42,000 per year