

Technical Customer Support

Job Description

We're PitPat and we're connecting dogs to the internet. Yes really, we're not barking mad. We're using the latest technology to help owners and pet care brands keep dogs happy and healthy. And they love it!

We are seeking candidates for the new role of **Technical Customer Support** based at our offices in Cambridge, who will:

- Provide technical customer support to customers [40% of time];
- Interface with our development team to record, track and resolve technical bugs [30% of time];
- Answer and triage incoming calls and emails from customers, suppliers, partners and other business contacts [10% of time];
- Assist with other tasks when needed including testing of app releases, shipping customer orders, helping out with office administration and tradeshow [20% of time].

We're looking for someone with previous experience in a customer facing or technical support role, and someone who is:

- Confident with technology and apps and able to offer technical customer support for our product (after training);
- A self starter and keen to learn and problem solve;
- Able to manage time, prioritise and multi-task as necessary;
- Reliable, organised, and has excellent attention to detail;
- Friendly, with a passion for delivering exceptional customer service;
- Able to work daily in Cambridge (core office hours 9-5pm);
- Enthusiastic about the large number of dog-related puns that form part of our working lives.

Benefits of the role include:

- 25 days holiday
- Pension scheme
- Dog friendly office
- Garden with BBQ
- Well stocked kitchen
- Pawsome team social events



Job reference: PP-JOB-16

Reports to: Operations Manager.

Location: 5 Brooklands Avenue, Cambridge (a short walk from Cambridge train station).

Remuneration: £20-25k based on experience + benefits.

Start date: ASAP.

How to apply: If you think you'd be pawsome in this role, and you're interested in talking more about it, please send your CV and an email telling us why you think you'd be a great member of our pack to talent@pitpatpet.com. Strictly no recruiters – we will bark at you.