



Support Operations Associate

Minneapolis/St. Paul, MN

POSITION OVERVIEW

A rapidly expanding, entrepreneurial technology company, Alarm.com, is seeking an ambitious, hard working individual with proven experience in a team-oriented customer service environment to become a Support Operations Associate. Alarm.com offers rapid advancement opportunities for candidates who perform at an exceptional level as well as the opportunity to work closely with mid to senior-level management across multiple departments within the organization.

RESPONSIBILITIES

The Support Operation Associate's primary job responsibilities include:

- Providing technical support for our authorized dealers and distributors, product testing, hosting webinar trainings, and quality assurance
- Developing and/or revising of products and technical support documentation
- Collecting troubleshooting data, entering the information into the company's support system, and tracking the follow-up process

The Support Operations Associate is expected to become an expert on all Alarm.com product lines and will join the most rapidly expanding group within the Alarm.com team.

- How Alarm.com works—You will acquire this knowledge by attending in-house training sessions and setting up a complete Alarm.com system.
- Knowledge of the security industry, Alarm.com business model, marketing messages, and how we interface with the Alarm.com Dealer Partners—All of this information will be provided in detail to the Support Operations Associate.

REQUIREMENTS

- Excellent written and verbal communication skills, as well as phone-based support skills, are essential
- A self starter who is able to operate independently, but also work successfully on a team when required
- Strong people skills, natural customer service orientation and disposition
- Strong technical/computer skills (e.g., Excel, Word, PowerPoint)
- Ability to work on multiple projects simultaneously and commitment to meet deadlines
- Interest in technology (although prior related technology expertise is not required)

COMPANY INFO

Alarm.com, founded in 2000, is the industry leading technology provider of interactive security solutions. Through advanced wireless monitoring, mobile and web-based services, and a proven hosted services platform, Alarm.com helps protect hundreds of thousands of residential and commercial customers throughout the United States and Canada. Alarm.com's products and services are offered exclusively through a network of over 2,500 licensed and authorized Security Dealers. Alarm.com's headquarters is located in Vienna, VA.

Alarm.com is an Equal Opportunity Employer

TO APPLY: Please email cover letter and resume to COCAREERS@ALARM.COM

For more information visit www.alarm.com or email cocareers@alarm.com.