

**Job Description:**

Candidate needs to be an articulate technician with 2-3 years of working knowledge of the Okta product. In this role you will be building relationships and resolving issues with clients. You will be the primary technical point of contact for clients using Okta and you will need to be technically ready to troubleshoot their issues, with little or no background required. You will own resolution of cases, help build strong partnerships, and provide an unparalleled support experience for assigned clients.

**Duties and Responsibilities:**

- Primary technical point of contact for designated clients.
- Provide well-thought out and reliable direction, both technical and non-technical to help clients integrate and maintain their Okta deployment.
- Take end-to-end ownership of assigned client issues, including initial troubleshooting, identification of root cause and issue resolution.
- Meet or exceed client expectations on response quality, timeliness of responses and overall customer experience.
- Work in close collaboration with client to manage and resolve escalations from assigned tickets.
- Collect information and document bugs with Engineering for product issues that are impacting client.
- Build and maintain strong relationships with technical contacts at assigned client.
- Provide feedback to the training and documentation organizations so that common or emerging issues can be addressed before they become serious or widespread.
- Travel may be required.

**Required Qualifications:**

- Bachelor's in computer science, Management Information Systems, or related discipline or experience.
- 5 years of customer support, technical support, system administration or a related technical customer facing role.
- 2-3 years of experience administering, implementing or supporting Okta products and technologies.
- Expertise in core Microsoft products, including Windows Server, Windows Workstation, Active Directory, DNS, DHCP.
- Passion for solving customer issues and advocating for their success, in a fast paced, highly technical environment.
- Ability to learn new technologies quickly.
- Excellent relationship management, customer service and communication skills in variety of forms (written, live chat, conference calls, in-person.)
- Ability to work independently with little direct supervision and as a part of a team.
- Excellent analytical and organizational abilities both from a high level and deeply granular viewpoint.
- Ability to remain calm, composed and articulate when dealing with tough customer situations.
- Okta Professional and Okta Administrator Certifications.

**Supplementary Skills Preferred:**

- Experience supporting cloud applications such as Office 365, Google Apps, Salesforce, Workday, NetSuite, Box, etc.
- Experience working with managing networks including; Cisco, HP/Aruba, Netgear, Switches, Routers, Cisco and Meraki Access Points, Sonicwall, VMware, and Active Directory
- Lead for managed service clients
- Ability to help manage small team of technical engineers
- Ease and comfort in customer facing meetings, both regular and sales meetings
- Good oral and written communication is a MUST
- Help assign or take over tickets that present themselves daily
- Help with internal systems management, from Active Directory to Office 365
- Network Engineer skills helpful