

Technical Support Advisor (Tier 1 Help Desk)

Collective Data is looking for a Technical Support Advisor to ensure smooth, effective resolution of technical issues and contribute to continuous product improvement. This Tier 1 role supports both internal and external customers via a ticketing system and works closely with Support Coordinators and Product teams to troubleshoot, document, and communicate solutions.

Essential Duties and Responsibilities:

- Provide first-level support via ticketing system, phone, chat, and email.
- Monitor key system performance and intervene before critical issues develop.
- Diagnosing and resolving technical issues through collaboration with internal teams.
- Write and interpret basic SQL queries to assist with troubleshooting and reporting.
- Use version control systems (e.g., Git) to review logs and track product changes.
- Communicate findings clearly and concisely to coordinators, product staff, and clients.
- Document solutions and contribute to internal knowledge base resources.
- Support onboarding/offboarding processes and basic account provisioning.
- Identify and report product issues or trends to aid continual improvement.
- Escalate unresolved issues to Tier 2/3 support teams when necessary.

Preferred Skills:

- Minimum 2 years of experience in a Tier 1 IT support or help desk role.
- Experience supporting both internal users and external clients.
- Proficient in basic SQL and familiar with version control systems (e.g., Git).
- Strong problem-solving and logical thinking abilities.
- Excellent communication and active listening skills.
- Empathetic, team-oriented, and collaborative.
- Quick learner who's comfortable navigating unfamiliar challenges.
- Familiarity with ticketing systems (e.g., Zendesk, ServiceNow, Freshdesk).
- Basic understanding of Windows/macOS environments and networking concepts.

Preferred Qualifications:

- IT certifications such as CompTIA A+, ITIL Foundation, or equivalent.
- Experience with cloud platforms (e.g., Azure, AWS) and remote desktop tools.
- Familiarity with Microsoft 365 and Active Directory.



- Experience with IT monitoring tools such as Site24x7, Datadog, Azure AppInsights

Who is Collective Data?

Collective Data is a leading provider of Fleet Management and Asset Management software for both the public and private sectors. Our mission is to empower organizations with intelligent software solutions that help streamline operations, reduce costs, and improve efficiency.

Why Join Us?

At Collective Data, we value innovation, collaboration, and the personal growth of our employees. We offer a competitive salary and benefits package, flexible work arrangements, and an environment where your input is valued and encouraged.

Interested in making a difference with Collective Data? Please submit your resume and cover letter detailing your relevant experience to careers@collectivedata.com

Collective Data is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

