

Technical Support Advisor (Tier 1 Application Support)

Collective Data is seeking a Technical Support Advisor to provide first-line technical and application support for our Fleet and Asset Management software. This role supports internal users and external customers through the ticketing system, phone, chat, and email, investigating application behavior, configuration, data, integrations, and user access.

You will own customer issues from initial contact through resolution or escalation and collaborate with Customer Success, Infrastructure, Development, Product, and other internal teams. We are looking for a curious, customer-focused troubleshooter who is comfortable learning a complex application and investigating unfamiliar problems.

Essential Duties and Responsibilities:

- Provide first-level support for application functionality, configuration, user access, data, imports, and integration issues.
- Manage assigned tickets, prioritize customer needs, and provide clear, timely updates through resolution, including when another team is involved.
- Use basic SQL queries, application logs, browser developer tools, and monitoring resources to investigate issues and validate data.
- Assist with API, automated import and export, and file-transfer troubleshooting; identify where workflows fail and gather evidence for escalation.
- Troubleshoot SSO, MFA, and role-based access issues, including workflows involving Active Directory or Microsoft Entra ID; coordinate with customer IT or Infrastructure as needed.
- Reproduce problems and document symptoms, impact, troubleshooting steps, and relevant evidence before escalating to Tier 2 or Tier 3 teams.
- Use Git history and release information to understand product changes and support troubleshooting.
- Monitor system alerts and performance indicators, investigate concerns, and escalate potential service issues according to established procedures.
- Document solutions and contribute to knowledge base resources; support onboarding, offboarding, and basic account provisioning.
- Review related customer tickets when appropriate, identify recurring issues or training gaps, and share findings with Customer Success and Product.

Required Skills:

- Strong analytical and problem-solving skills, with a structured approach to troubleshooting.
- Working knowledge of SQL, including the ability to write or interpret basic SELECT queries for troubleshooting and data validation.
- Clear written and verbal communication, active listening, and the ability to explain technical information to nontechnical customers.

- Ability to prioritize competing requests, maintain accurate ticket notes, and follow through on customer issues.
- Willingness to learn unfamiliar tools and application workflows, apply feedback, and collaborate across teams.
- Basic understanding of operating systems and networking concepts.

Preferred Qualifications:

- Two or more years of technical support, application support, SaaS support, help desk, or comparable customer-facing technical experience.
- Experience supporting complex business applications and both internal users and external customers.
- Familiarity with REST APIs, integrations, automated imports and exports, or data-transfer workflows.
- Experience reading application logs, using browser developer tools, or working with SFTP and other file-transfer tools.
- Familiarity with SSO, Active Directory or Microsoft Entra ID, MFA, and role-based access control.
- Experience with ticketing systems such as Zendesk, ServiceNow, or Freshdesk, and familiarity with Git or other version-control tools.
- Exposure to cloud platforms, remote desktop tools, or monitoring tools such as Site24x7, Datadog, or Azure Application Insights.
- Relevant certifications such as CompTIA A+, ITIL Foundation, or equivalent.

What Will Make You Successful:

- You seek to understand the cause of a problem and use evidence to guide your next step.
- You take ownership, communicate progress, and recognize when further investigation or escalation is needed.
- You are curious, coachable, and comfortable asking focused questions when you need help.
- You document what you learn so the Support team can resolve similar issues more effectively.

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.

