



DATAYARD TALENT HUNT

On The Lookout for Client Experience Specialists !

September 2019

OVERVIEW

Positions Open: Client Experience Specialists
Work Location: 130 W 2ND ST, Suite 250, Dayton, OH 45402
Compensation: \$12/hr to \$25/hr, depending on ed./experience
Benefits Offered: Vacation, Profit Sharing, IRA, Medical/Dental, +More
Employment Type: Full-Time

Why Work @ DataYard?

"Tons of exposure to lots of different technologies, very smart co-workers, and an environment that encourages learning and growth!"

DataYard is on the hunt for bright, eager, and teachable Client Experience Specialists who crave to make an impact in their workplace, and in the local community.

Are you the person we're looking for? Read on.

OVERVIEW OF THE OPENING

- You'll go through a one-month onboarding period, working closely with members of our team to learn DataYard's systems and troubleshooting techniques.
- After your on-boarding and certification, you'll be on the front line of our support team as a Client Experience Specialist (CES), triaging client support requests that come in by phone and email.
- As a CES, you'll make sure that our clients receive top-notch technical support for the problems you can personally solve, or you'll quickly connect them with other technical geniuses at DataYard who can.
- You'll gain fantastic experience, learning how the Internet works, and how DataYard delivers services to our clients. You'll work with some of the best technologists around, and learn how we use our wizardry to accomplish some pretty fantastic things.
- With a solid background under your belt in the breadth of technologies that DataYard offers, you'll get an opportunity to experience and participate in more complicated technical projects – and chart your course as a more advanced DataYard administrator or engineer.

WHO YOU NEED TO BE

- You're kind, compassionate, empathetic. You understand that people sometimes get frustrated working with technology – but you're excited to help them solve the problem.
- You're self-motivated. You don't wait around until someone gives you something to work on. You hunt for challenges.
- You may text, and you may email – but talking to a stranger on the phone is natural to you. It doesn't make you uncomfortable. In fact, you see it as an opportunity to win someone over with your awesomeness!
- Humble and hungry. When you don't know the answer to a question you quickly admit your ignorance and say so. Then you go learn what you didn't know because you can't stand not knowing.
- You don't believe in the "status quo". You're always looking for ways to improve yourself, a system, a process. Just doing something the same, inefficient way it's always been done strikes you as a dumb reason to continue doing it that way.



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ABOUT DATAYARD:

DataYard specializes in IT services for regional businesses, startups, non-profits, and government agencies. Our commitment to exceptional customer service and long-term relationship development has allowed us to proudly serve the region for almost 25 years. During this time, we've worked with thousands of clients in a capacity that has grown to include consultation, implementation, and maintenance of Internet technologies across the board. If an organization is facing an IT challenge, they can count on DataYard to help them understand and overcome any obstacle.

TO APPLY

Send an email with a resume of your education and experience attached to hr@datayard.us. In your email, provide a short (100 words or less) narrative to complete the following: *"I want to work at DataYard because ..."*

We won't consider any applicant's email that doesn't include both.