

## SiteLock Needs Technical Support Agents

SiteLock is the Global Leader in business website security and is the **only** web security solution to offer complete, cloud-based website protection. We find and fix threats, prevent future attacks, accelerate website performance and meet PCI compliance standards for businesses of all sizes (basically like Batman if Gotham City was the internet). Our mission is to protect every website on the internet (yes, we know that's a colossal goal, but we are THAT good), that's why we need talented people like yourself to join our ever-growing team!

### That's Nice, But What's The Job?

As a Technical Support Agent, you will assist our customers with account set up, provide customer care support through our inbound call queue and support ticketing system and assist with product trouble shooting. You will use your proven communications, problem-solving and technical skills to assist customers by providing information on how to set up, configure and maintain their accounts. To sum it up, its customer service meets tech.

### What Are We Looking For?

We are looking for folks with strong customer service skills and technical know-how to join our Support Team. But more specifically...

- One-year inbound call center experience – *minimum*
- Strong understanding of DNS, FTP, SFTP, Cpanel, SSL, and WordPress
- Proven track record of successful customer service
- Excellent communication and telephone skills
- Strong analysis and problem-solving skills
- Detail-oriented with strong time management skills
- Ability to work both independently and in a team setting with minimal supervision

### Nice To Haves

- Experience in customer retention
- Experience in website security, Web Application Firewall, ecommerce, webhosting and/or technical industry

### Anything else? Absolutely.

SiteLock was recently awarded the Best of Cool award for our great culture by BestCompaniesAZ and are one of the Best Places to Work as awarded by Arizona Business Journal. Essentially, we offer a relaxed, friendly, fun and upbeat environment since we work here too! SiteLock is also the Fastest Growing Software Company in Arizona two years in a row per Deloitte's Fast 500, and we aren't slowing down anytime soon!

### So What About The Perks? Perks Matter.

- **Medical, Dental and Vision.** SiteLock pays a nice chunk of your premiums to keep the cost as low as possible for our employees.
- **15 days of PTO and 7 paid Holidays.** Because who doesn't love time off?
- **Benefits like 401(k), company paid life insurance, short and long-term disability.**

- **Casual Dress.** Come dressed in jeans (you'll fit right in with the rest of us).
- **Game Room.** Gimme a break – no, not a Kit Kat ad but we do have a ping-pong table, shuffle board and PlayStation if you ever need a break in your day.
- **Wellness Program.** We want our employees to be the best versions of themselves. That's why we offer a Wellness Program that includes an in-house Fitness coach, back massages, allergy testing, biometric screenings and much more!
- **Growth opportunities.** When we grow... our people grow! Our plan is to double in size by 2021. In order to do that, we need to develop our team members and foster their knowledge in cyber security and business.