About Poq

Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps that allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Belk, Pretty Little Thing, the Cotton On Group and FeelUnique.

The London-based start-up has offices in London and New York. Founded in 2011, the company is VC-backed raising £16.5 million and recently closed Series B funding in 2018, the most recent round was led by Smedvig Capital, with participation from previous backers Beringea and Revolt Ventures.

About the role - Client Support Engineer

As a 24/7 Client Support Engineer, you'll support Poq's iOS and Android app platform and internal IT systems. You'll act as first and second line support for client issues and queries as well as transitioning newly-launched apps into support. You'll be a key part of the team that delivers a high quality technical service and maintains an excellent relationship through prompt communication with our clients, while constantly growing your knowledge of our software, analytics and configuration tools.

What you'll be doing
● Engage with internal and external clients through email, ticketing systems, Zoom, and phone
● Understand client needs and take ownership of issues
● Think creatively about technical challenges and find ways to change showstoppers into positive outcomes
● Work closely with internal teams to reproduce, deep dive and resolve problems
● Manage workflow using our systems to ensure nothing falls to the bottom of the to-do list
● Keep current on product releases and updates
● Share the knowledge among your fellow troubleshooters
● This role has responsibility to participate in a 24x7 on-call support rota (approximately one week per month)

What you'll have
● A passion for solving problems
● A concise, clear and polite style of written and verbal communication
● A way with words that makes technical topics easy to understand
● A keen eye for getting to the root cause of an issue
● A love of helping people get what they need
● An ability to manage multiple tasks and keep them all prioritised and on track

What you'll learn
● All about working in a high-paced, SaaS tech company
● Bespoke CMS, APIs, product data feeds and cloud infrastructure
● Microsoft Excel, CSV and XML
● Interpreting data from Google Analytics, Charles Proxy and Firebase
● Coding and config management tools like GitHub, Xcode and Visual Studio
● Local and remote user support for Google Workplace, Macs, Windows, MDM, and host of other services and integrations

We love spending time together as a team, check us out on Instagram. You can see more about our team here.

How to apply
We'd love to hear from you - please email your CV to recruitment@poqcommerce.com

GDPR Compliance at Poq
Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.

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