Customer Support Specialist

Location: Remote (Canada Preferred)

Type: Full-time

IntelliCulture Overview

IntelliCulture is looking to grow our team to drive forward the future of Ag-Tech. Farmers are the backbone of our world and it is our mission to support them. We provide a SaaS farm management software (FMS) to drive sustainable farming practices through actionable insights, efficiency improvements & risk mitigation. The aim of Intelliculture's FMS is to provide easy to digest data analytics and map coverage enabling high-value crop operations (vineyards, orchards, etc.) to identify operational inefficiencies, better maintain equipment, and make more informed management decisions.

Our customers include both SMB and enterprise clients, from small-town Ontario farmers to global Fortune 500 wine producers. We're scaling fast and looking for a Customer Support Specialist to improve our customer experience.

What You'll Do

As a Customer Support Specialist, you'll be a team member on the frontline of customer experience at IntelliCulture. This role combines problem-solving, team

coordination, and customer centric communication. You'll manage incoming customer support issues across SaaS and hardware components, resolve support issues, help implement systems to scale support as we grow, and collaborate closely with our Technical Support Engineers and GIS Mapping Specialists to resolve tickets. You'll also be a voice of the customer, influencing product and operational decisions.

Responsibilities

What You'll Do

Frontline Support Operations

- Manage and resolve Level 1 tickets through email, text, ticketing systems, and phone calls.

- Troubleshoot a wide range of issues - from data syncing, device connectivity to account access.

- Escalate complex issues to Product, Engineering, Technical Support or Customer Success as needed, with clear documentation and context.

- Coordinate with operations teams on RMA, replacement and warranty procedures.

Ticket Triage

- Prioritize, categorize, and assign tickets for optimal resolution.

- Maintain and enforce SLAs/KPIs (e.g. first response time, resolution time).

Build Scalable Systems

- Contribute to knowledge base content and internal troubleshooting guides.

Requirements

What We're Looking For

- 2+ years customer support in a B2B tech company

- Empathy for users and a love for solving customer problems

- Comfortable discussing technical concepts related to APIs, IoT, cloud platforms, and machinery (or eager to learn quickly)

- Background or interest in agriculture, or precision ag

Skills and Qualifications

- Excellent communication and stakeholder management abilities

- Exceptionally organized and able to manage competing priorities under time constraints

- Strong analytical and problem-solving skills with a customer centric mindset

- Effective collaborator across cross-functional teams (Product, Engineering, Customer Success)

- Proactive mindset with the ability to work independently in a fast-paced, ambiguous environment

- Familiarity with CRM (PipeDrive), ticketing (ZenDesk, etc.), and support systems

- Proficiency GSuite, and Microsoft Office

Some nice to haves

- Experience working with IoT hardware and software

- Experience working with geospatial data

- Spanish proficiency