

Job Description for Technical Support and Product Manager

Converus sells lie detection systems (brand name: EyeDetect) to organizations around the world. A primary component of the solution is a Windows laptop computer with specialized eye tracking equipment. The **Technical Support and Product Manager** primarily manages first and second level technical support incidents from customers and resellers and performs product management duties such as software testing, documentation creation, and beta site support (including some SDK/API type work).

This position is based in Lehi, Utah. Remote working is not an option.

KEY DUTIES AND RESPONSIBILITIES:

- Reports to the Chief Operations Officer.
- Manages first and second level technical support incidents worldwide including conducting regular Team Viewer remote access.
- Conducts regular customer and channel partner training sessions.
- Manages the support ticketing system and knowledgebase articles.
- Performs product management duties as specified by the COO and CTO.
- Serves as a bridge between Engineering and Sales & Marketing to define product roadmap and execute scheduled enhancements.
- Provides excellent communication, prompt response times, and advocacy for customers within the Company.
- Regularly writes knowledgebase articles or creates recorded product and support demos in English and Spanish to educate customers and resellers.
- Works directly with customers and service partners on warranty issues.
- Becomes a subject matter expert on EyeDetect hardware and software.
- Aids in creating and reviewing documentation and training materials as needed.
- Perform quality control reviews on tests written for specific Customers.

SKILLS AND EXPERIENCE REQUIRED:

- Fluency in Spanish (reading, writing, speaking) required
- Previous technical support experience preferred
- Proficiency with Microsoft Windows and MS Office Suite, including Teams
- Strong technical aptitude and a willingness to learn
- Proficiency with Team Viewer
- Experience with Jira preferred
- Bachelor's degree or two years work-related experience
- Extremely detail-oriented
- Excellent verbal and written communication skills
- Excellent organizational and time management skills
- Ability to work under time constraints while multi-tasking
- Proactive in anticipating, trouble-shooting, and solving problems
- Strong customer service skills
- Ability to work independently with minimal supervision



- Strong listening and comprehension skills

LOCATION: Lehi, Utah

AVAILABILITY: Immediate

COMPENSATION:

- Full-time salaried position
- Commensurate with experience and qualifications
- Medical/dental insurance provided
- Health Savings Account (HSA) plan with funds matching

Send resume to Human Resources at careers@converus.com.