Smartsheet is seeking a full time customer support engineer to help create raving fans. In this position you will help clients utilize Smartsheet's award winning project management and collaboration Software as a Service (SaaS). Our services team is a critical part of our success, and we are looking for exceptional people who understand the responsibility and opportunity that exists in making customers 'raving fans'.
We're looking for an experienced support engineer who has lived and breathed support in a software or service company. This position requires a highly motivated and intelligent individual who can make an immediate positive impact.
This position is based at our headquarters in Bellevue, WA.

Job responsibilities include:

- Excellent interpersonal skills
- Supporting customer using strong writing skills and excellent phone manner
- Ability to identify opportunities for process improvement
- Confidence and interest in problem solving
- A passion for exceeding customer expectations

Requirements:

- 2+ years customer support experience in a software setting
- Firm grasp and comfort with using online software applications
- Ability to work independently or collaboratively in a fast-paced environment with frequent production releases
- Legally eligible to work in the U.S. on an ongoing basis