



Support Specialist

Position Description

As a Support Specialist with BNG Point-Of-Sale, your responsibilities will include identifying and resolving customer issues, creating and managing tickets, training and educating customers, and documenting solutions across multiple point of sale product lines.

The ideal candidate is highly motivated, organized, and a great fit to our [team culture](#) and [company values](#). You must love taking ownership of technical issues, finding new and innovative solutions to tough technical challenges, and communicating with clients and point of sale team members to ensure smooth operation of client systems.

What You Will Be Doing

- On-call availability on a rotating schedule
- Deliver timely and professional support to clients via phone, email, or on-site
- Drive all issues to resolution and document outcomes
- Collaborate with sales and technical team to escalate issues
- Educate and provide customers with resources to improve their business

What We Want From You

- Technical background or strong interest in technology
- Ability to analyze, reproduce, document, and resolve complex technical problems with creative solutions
- Hands-on, positive, “get ‘er done” approach to problem solving
- Friendly, helpful, customer-first attitude
- Excellent written and interpersonal communication skills
- Ability to stay cool, calm, and collected when all hell breaks loose

Compensation, Benefits, and Perks

- Competitive salary based on experience and qualifications
- Health, dental, and supplemental insurance benefits available
- Flex spending account (FSA)
- Long-term disability insurance
- 401(k) plan with company match
- Wellness benefit
- Unlimited Paid Time Off



- Paid holidays
- Paid parental leave
- LifeLock® Identity Theft Protection
- Mobile phone service discount
- Free coffee, tea, and ice water
- Free parking
- On-site company store
- Free chair massages
- Catered team events and training sessions every month
- Fun work environment and an amazing culture
- Great opportunities for training, professional growth, and advancement

Additional Information

- Location: Fargo, ND
- Full-time position – M-F 8:00am - 5:00pm with on-call rotation
- Applicants must be eligible to work in the US without visa support

About BNG Team

BNG Team is an award-winning business solutions company based in Fargo, North Dakota. BNG Team is passionate about developing solutions for businesses that help them achieve their business goals. BNG has four divisions that offer a variety of services. For additional information on BNG Team and its businesses, visit BNG Team online (<http://www.bngteam.com>) or follow us on Twitter [@bngteam](#). BNG Team is an equal opportunity employer.