



Job Title: Support Engineer **(Full-time)**

Location: Cambridge, MA

Organization: HeyWire Business

HeyWire lets customer's text to your business using standard text messaging. We connect your existing 1-800 and landline office phone numbers to our secure text messaging cloud. Your sales and service teams leverage our easy-to-use apps to text with customers from their mobile devices, office desktops or contact center agent consoles. Please click here [here](#).

Job Responsibilities:

- The Support Engineer is responsible for providing high-quality technical support for the HeyWire Enterprise software solution.
- This person will also work on other support and documentation projects as required.
- Support Engineers deliver effective technical customer support to our rapidly growing customer base, delivering solutions to both technical and non-technical end users while also supporting a wide range of technology

Job Requirements:

Taking ownership of technical issues, and working with our Development group to resolve more advanced issues when necessary

- Resolving escalated customer complaints without the need for team lead intervention
- Documenting troubleshooting and problem resolution steps
- Participation in providing training to customers as required

Send Resume and Cover Letter to: bnorris@heywire.com

Posted on: 5/7/2015

Major: Computer Technology

For further information please contact the offices of Career Services and Industry Partnerships:

Phyllis Molta	617-588-1347	pmolta@bfit.edu	Director
Jack Harari	617-588-1379	jharari@bfit.edu	Contact for Full-Time Jobs
Emily LeFevre	617-588-1338	elefevre@bfit.edu	Contact for Part-Time Jobs