

Technical Support Manager and Data Analyst at MarketBeat (Full-Time)

Job Summary

MarketBeat is looking for a detail-oriented, self-motivated, technology-savvy individual to join its customer success team as a **Technical Support Manager and Data Analyst**. MarketBeat's customer success team is responsible for answering in-bound support messages via email and periodically via phone to our over 2 million subscribers.

This position involves a deeper understanding into the stock market, investments, and the financial services industry. This position will provide level-two support to our support team and will answer the tough support tickets that require additional investigation into our data or software and often require a deeper response.

Additional duties based on the candidate's skill sets but may include web development, data analytics, writing articles, public relations, scheduling advertising campaigns, working with advertisers, level one support, and/or additional administrative tasks.

Technical Support Manager and Data Analyst will work closely with our existing support team which includes Maureen Ohm, Wendy Hellenga, and Will Bushee, as well as our development team. This role will report directly to MarketBeat's operations lead Will Bushee.

Responsibilities

- Respond to in-bound customer support messages via email and phone. This represents roughly 50% of the work for this position.
- Identify and fix data quality issues on MarketBeat.
- Coordinating schedules with other customer success team members.
- Attend MarketBeat staff meetings (Bi-weekly on Wednesdays at 10:30 AM) via Zoom.
- Other duties as assigned base on the candidate's existing skill sets, ask outlined above.

Qualifications, Skills and Requirements

- Must have excellent written and verbal communication skills.
- Must have a strong attention to detail.
- Must be a good self-manager and be able to complete work independently.
- Must be able to pass a background check.
- Must live within a drivable distance of Sioux Falls, SD.

Benefits

- Work from Home + Flexible Hours
- Vanguard 401(K) with 3% Non-Elective Contribution + 5% Profit Sharing
- Health Insurance Plan (Wellmark) – Company Covers 50% of Individual Cost
- Charitable Giving Matching Program
- Sioux Falls State Theater Membership
- Annual Raises
- 40 Hours Annual PTO
- Paid Federal Holidays

If this position sounds like it was written for you, please send a letter of introduction and a resume to Will Bushee (will@marketbeat.com).