

Product Support Analyst

About the job

- In this section, include information about your business and how it operates. Consider including: company size, mission, history, and products.
- Give a high-level overview of the role and why it matters in your business.

SAMPLE TEXT

COMPANY NAME is a remote-first company, with 180 employees working from 80+ cities all over the world. Our mission is TO DO WHAT WE DO. Founded in YEAR, we serve Z customers globally.

As a product support analyst, you will work alongside both our support team and our product team to make sure we're delivering the best possible experience to our customers. Collectively, the two teams are about 50 people, spread around the globe. You will spend half of your time in the support queue, working directly with customers, and the other half working with the product team to ensure that those customers are properly represented.

We are looking for someone who believes in the importance of quality support and wants to join us in delivering it.

Key responsibilities

- Provide a summary of what the person should expect to do when coming into the role.
- Describe the anticipated scope of work.
- Mention specific tasks that differentiate this role from other roles in support.

SAMPLE TEXT

You will be bridging the gap between teams to be the strong voice of the customer. Here are some of the tasks that you can expect to work on regularly:

- You work on our support team and spend about half of your time working in the support queue.
- You work cross-functionally with our product, engineering, and design teams to decide which problems we solve for our customers and how we prioritize them.
- You develop reports on common, impactful trends within the support organization to share with cross-functional teams and illustrate issues and priorities from the customer perspective.

SAMPLE TEXT

- You prioritize and rank the impact of incoming customer issues to help better our escalation processes.
- You conduct customer research, testing, and product discovery to understand the needs behind your customers' requests.
- You relay insights from the product team back to the customer support team ensuring everyone is on the same page, which may include providing advanced training on new product features or releases.
- You coach our customer support team on new product features and their technical details and are on the front lines of ensuring our documentation is up to date.
- You partner with our product organization to create and effectively prioritize release timelines that ensure customer-facing teams have the time they need to get trained.

Skills and qualifications

- Alternate titles include “You’d be a great fit if..” and “Our ideal candidate...”
- This list should help people judge their own skills against the role’s requirements
- Only list skills that are crucial. If something is “nice to have” include it in a separate section
- Take the opportunity to sell the role to potential applicants

SAMPLE TEXT

- You have Z years of experience providing customer support for a SaaS product.
- You understand that there will always be tension between customer requests and the long-term product vision, and you are ready to navigate that tension.
- You pride yourself on your negotiation and communication skills.
- You can confidently balance empathy for the customer with big-picture priorities for the business.
- You love working cross-functionally and building alignment.
- You take a data-first approach—you know little is as compelling as actual quantitative metrics.
- You are a technically curious individual who strives to become a product expert wherever you go.
- You have experience working directly with product and engineering team members.
- You have excellent written and verbal communication skills and find it easy to synthesize complex information into simple messages.
- You have a proven track record of solving complex problems, both externally for customers and internally within a business.
- You have deep familiarity with agile frameworks.

Additional sections to consider

- Benefits that are included with the position.
- Salary details.
- Information about the company and the team itself, such as the company culture or mission statement.
- Glassdoor ratings.
- Diversity and Inclusion statement.
- Perks of working for the company.
- Information about the company's fiscal stability—for instance, did you just get a round of funding?
- What the interview process will look like.
- Where candidates can find you on social media or contact you with other questions.
- Partners with whom your customer support team works closely.
- Testimonials from employees or customers.

SAMPLE TEXT

Benefits

- Salary range \$X to \$Y dependent on skills and experience
- Flexible vacation, a minimum of 20 days per year
- 12 weeks of paid parental leave, including adoption and foster care
- 401k with 1% match
- \$1,000 annual personal development stipend.

Why COMPANY NAME?

- We're remote first.
- We're a certified B Corporation.