

Customer Support Specialist – 8x8 UCaaS/CCaaS Solutions

Revolve Technologies is a leading telecom procurement specialist. We help organizations stay connected and grow faster by finding, comparing, and curating the right telecom solutions. With our global network of carriers, Revolve Technologies matches clients with the best technologies at the most competitive rates. Once the ideal solution is identified, we expertly deploy these technologies, ensuring seamless integration to drive maximum performance and efficiency.

Job Title: Customer Support Specialist

Location: Remote

Employment Type: Permanent, Full-Time, working Monday to Friday

Languages: English, spoken and written

Job Purpose

The Customer Support Specialist provides post-deployment support for customers using 8x8 UCaaS/CCaaS solutions, ensuring timely issue resolution and a strong customer experience. This role also coordinates small-scale 8x8 Unified Communications deployments from kickoff through completion, including onboarding activities, customer communications, and clean handoffs to ongoing support.

Job Duties and Responsibilities

- Manage inbound customer support tickets via email and Salesforce, ensuring prompt, accurate, and professional resolution.
- Troubleshoot issues across the 8x8 UCaaS/CCaaS platform (e.g., calling features, user setup, devices, call flows, number changes/porting coordination, contact center functionality), escalating complex cases as needed.
- Document and track customer issues, troubleshooting steps, and resolutions; maintain strong ticket hygiene and contribute to support reporting/metrics.
- Coordinate small-scale 8x8 deployments from kickoff to completion, including scheduling, task tracking, customer updates, and milestone management.
- Support onboarding activities such as admin enablement/training, provisioning coordination, and go-live/cutover planning.
- Collaborate with internal teams to ensure smooth transitions from deployment to support and a consistent customer experience.
- Create and maintain internal and customer-facing documentation; contribute to a knowledge base to improve resolution speed and consistency.
- Identify recurring issues and improvement opportunities, escalating trends or product/service gaps to the appropriate teams.

Skills & Experience

- Experience supporting and troubleshooting UCaaS/CCaaS solutions, ideally with strong hands-on exposure to 8x8.
- Strong customer service and communication skills with the ability to explain technical concepts clearly and empathetically.
- Strong problem-solving skills and ability to prioritize and manage multiple issues concurrently.
- Comfortable coordinating tasks and stakeholders for smaller deployments while maintaining high support responsiveness.
- Proficiency with CRM/ticketing and productivity tools; Salesforce experience required/preferred.
- Bonus: Microsoft support experience (M365/Teams/Identity basics, etc.).
- Bonus: Experience supporting broadband/internet or network-adjacent services (helpful context, not a primary delivery focus).

Salary and Benefits

- Salary based on experience.
- Health and dental insurance, with employer contribution.
- Employer-matched RRSP program (up to 4%).
- 4 weeks of vacation annually, plus 5 sick days.
- Company-provided laptop and related work tools.

Company Culture

At Revolve Technologies, we foster a collaborative, innovative, and customer-focused environment. We value team members who bring fresh ideas and contribute to a dynamic workplace where both personal and professional growth are encouraged. We prioritize work/life balance, ensuring our employees can thrive both in and out of the office. Our commitment to delivering excellent service goes hand in hand with building lasting relationships, both with clients and within our team.

Disclaimer

This job description outlines the primary responsibilities and expectations for the role. Responsibilities may evolve over time in response to business needs or team structure changes.

Inclusion Statement

Revolve Technologies is an inclusive employer dedicated to building a diverse workforce. We encourage applications from all qualified candidates and will accommodate applicant's needs under the respective labour law throughout all stages of the recruitment process.

**Please submit your application to rchant@revolvetechnologies.com
or online at revolvetechnologies.com/careers**