

## Technical Support Specialist

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Company: Sky Mavis

Location: Peru

Category: computer-and-mathematical

### About Sky Mavis

Sky Mavis is a team of nation builders. Together, we build both the virtual worlds of the future and the infrastructure that makes them possible. When building our internal nation, we put lots of effort into creating a working environment where you will find fulfillment every day and can be yourself just as much as you are when at home. At our cores, we are entrepreneurs, innovators, nerds, and gamers.

We are a group of people who are curious about new things, passionate about creating impactful changes, and candid when it comes to challenges and criticism.

We are at the forefront of technological innovation and we are moving fast. As part of our team, you'll join a group of talented young people, who are making changes while having fun doing it.

### About the Role

We are looking for a self-motivated and talented Technical Support Specialist for Axie Infinity and the Ronin blockchain! The ideal applicants are those who are passionate about blockchain, and games and want to be part of the movement driven by bleeding-edge technology.

To be a technical support specialist at Axie Infinity implies having experience with technical support, a strong understanding of blockchain technology and games, possessing excellent communication skills, being able to explain technical concepts to non-tech savvy users and adapting to user concerns and queries with your problem-solving skills.

Community management platforms such as Discord or Twitter are a great plus!

## **Responsibilities**

Provide primary assistance to users through Zendesk Ticketing with a focus on prompt and effective resolution.

Offer support on Discord, with potential expansion to other social platforms, to address user inquiries and concerns in a professional manner.

Demonstrate proficiency in problem-solving and troubleshooting techniques, particularly in the context of Axie, Ronin, and various blockchain-related issues.

Monitor incoming issues, promptly escalate when necessary, and facilitate discussions with higher-tier support or relevant teams to ensure thorough investigation and resolution.

Proactively inform users about known issues and upcoming updates via Discord and Twitter/X channels, maintaining clear and consistent communication.

Develop and maintain documentation including knowledge base articles, FAQs, and troubleshooting guides to aid users in resolving common issues independently.

Undertake additional tasks as required, including but not limited to product testing, providing feedback, procurement of Axies for giveaways, and other support-related activities to assist different departments effectively.

## **Requirements**

An understanding of blockchain technology and gaming. Knowledge of Axie Infinity is a plus.

Technical support experience.

Strong English writing and verbal communication skills.

## ***Nice to Haves***

Proficient with Excel sheets.

Knowledge of coding.

Image editing or video editing.

### **Work Environment**

This position performs the majority of duties remotely.

Normal working hours are 9am - 5pm EST or 1pm - 9pm EST.

### **Benefits**

A front-row seat to one of the most exciting blockchain projects that make positive impacts in changing many people's lives globally.

A fast-paced, young, active, and fun working environment where everything revolves around games and cute species.

Give you freedom & ownership of your work.

You'll acquire new skills as we usher in a new era of ownership.

Embrace your nature as a gamer. (Why else would you want to join us?)

Help you to give your family the security that they deserve.

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