



Your Entertainment Partner

JOB OPPORTUNITY: TECHNICAL CUSTOMER SUPPORT SPECIALIST

Job Type: Full-time (Remote)

Vacancy: 02 positions

Target Market: United States & Canada

Shift Hours: Aligned with US/CA Timezones (EST/PST)

ABOUT US

SuperBox TV Box Store is the most trusted retailer of authentic SuperBox TV Box S6, S7, and S8 series in the US and Canada. True to our slogan, "Your Entertainment Partner," we thrive on providing unmatched hardware and ongoing operational excellence directly to home entertainment enthusiasts. To maintain our reputation for lightning-fast, high-quality resolution of user queries, we are recruiting 02 expert **Technical Customer Support Specialists** to operate directly within North American business timeframes.

JOB DESCRIPTION

As a Technical Customer Support Specialist, you will be the front-line troubleshooting expert representing our brand. You will communicate directly with customers to resolve setup challenges, clarify hardware features, walk users through Android OS applications, and ensure every buyer experiences a flawless home streaming ecosystem.

Key Responsibilities:

- **Omnichannel Technical Assistance:** Respond promptly and professionally to inbound technical issues and product inquiries via Live Chat, Email, and designated WhatsApp channels (+1 and +60 support lines).
- **Hardware & Software Troubleshooting:** Diagnose and resolve user issues related to SuperBox S6, S7, and S8 setups, network configurations, remote control pairing, firmware flashing, and app installation.
- **Customer Education & Guidance:** Walk non-technical North American users step-by-step through configuration processes, acting as a patient and friendly advisor.
- **Ticket Escalation & RMA Coordination:** Maintain precise, updated logs of recurring product bugs. Identify genuine hardware defects and coordinate with operations and warehouse departments for smooth return merchandise authorizations (RMA).
- **Knowledge Base Enrichment:** Document frequently encountered tech solutions to help build an internal FAQ database, reducing recurring ticket loads.

JOB REQUIREMENTS

- **Experience:** Minimum 1–2 years of hands-on experience in Tech Support, IT Helpdesk, Customer Service, or Customer Success, ideally within consumer electronics, IPTV, Smart Home devices, or SaaS models.
- **Language Mastery:** Exceptional verbal and written English communication skills (IELTS 6.5+ equivalent). Must be capable of handling direct interactions with North American consumers patiently and clearly.
- **Technical Competency:** Solid familiarity with Android OS ecosystems, network settings (Wi-Fi/Ethernet troubleshooting, IP addresses), media players, and streaming architecture.
- **Time & Shift Flexibility:** Strict willingness and ability to work flexible night shifts or rotational schedules that directly align with US/Canada peak business or evening hours (8:00 AM – 7:00 PM EST/PST target ranges).
- **Infrastructure:** Must possess a reliable high-speed internet connection, a quiet remote work environment, and a dependable computer system to ensure uninterrupted service delivery.

BENEFITS & COMPENSATION

- **Competitive Salary & Performance Bonus:** High base monthly pay + night-shift differential stipends + performance bonuses tied directly to Customer Satisfaction (CSAT) scores and resolution times.
- **100% Remote Workspace:** Fully remote framework, allowing you to maximize work-life balance from any chosen location.
- **Comprehensive Training:** Extensive, fully paid internal training on the full technical architecture, hardware specifications, and system features of the SuperBox S6, S7, and S8 line.
- **Equipment & Device Allowances:** Corporate stipends toward high-end communication peripherals and deep internal discounts on our premium streaming products.
- **Career Growth Paths:** Straightforward advancement tracks to Customer Support Team Lead, Support Operations Manager, or Technical Account Lead as our global distribution network extends.

HOW TO APPLY

Are you prepared to become the dedicated guide for *Your Entertainment Partner*? Please submit your English CV/Resume outlining your technical support background along with any relevant technical certifications to our recruitment dashboard.

Recruitment Email: customer@superboxtvboxstore.com

Subject Line: [SuperBox] Tech Support Application - [Your Full Name]

WhatsApp Support: +1(604) 239-6845

Official Store: <https://superboxtvboxstore.com/>

SuperBox TV Box Store is an equal opportunity employer. We celebrate technical clarity, empathy, and round-the-clock customer satisfaction.