Recruitment of a Technical Support Specialist for a Security Applications Firm

Engaging with Arctern under its RemoteHire® model proved a highly satisfactory experience for this Atlanta-based developer of computer security and data erasure tools.

Challenge

An Atlanta-based developer of security applications serving the US Air Force, Army, Departments of the Interior and Defense, required a technical support specialist to address queries and issues related to their suite of products from customers across Europe, Australia, and the US. The company was looking for a resource equipped with excellent computer skills and the ability to learn new skills quickly. The perfect candidate also had to be comfortable troubleshooting technical issues and possess strong written and oral communications skills in English. Equally important, the resource needed to be available to work during US business hours (Eastern Time), and during daylight saving time.

Arctern Solution

Using a comprehensive and finely honed recruitment process, Arctern identified, hired and on-boarded resources with the required technical knowledge, communication skills and professional experience. The client was actively involved at various stages of the recruiting process, including assessing the suitability of the candidates via focused telephone interviews arranged by Arctern.

In line with Arctern's RemoteHire® engagement model, the resources hired and brought on board were managed jointly by the client and Arctern. The management responsibilities were split between the two organizations with the client seeing to the functional aspects of the remote hires' role. This included defining the precise nature and scope of work, laying down time frames for deliverables, monitoring the progress of work, setting performance indicators, etc. Arctern maintained responsibility for all day-to-day, operational aspects of the work.
In addition to providing the infrastructure and world-class facilities, Arctern extended an array of shared support services including transport, HR, payroll, and IT support. State-of-the art communication tools for effective collaboration between the client and remote hire were provided in addition to the required hardware and software.

The client was completely assured of information security, both at the network and desktop levels. Management oversight of the remote hires was facilitated through an operations manager – a non-billable resource for the client. The operations manager acts as a liaison between the client and Arctern, briefing the client at regular pre-arranged intervals on the progress of work and other issues related to the overall performance, productivity, commitment and behavior of the remote hire. Arctern's triangulated engagement model engages the operations manager to serve as the first point of contact for escalating operational issues. If needed, the operations manager will bring the client and remote hire together to ameliorate the problem.

Remote hires sourced through Arctern's RemoteHire® are de facto employees of Arctern and subject to Arctern's corporate governance framework. This framework is closely aligned with the statutory and legal norms in force in the remote hires' country of origin.   In this way, the RemoteHire® model enabled the client to enjoy the benefits of both worlds. The client enjoyed the loyalty characteristic of a full time employee and the flexibility associated with a contractor.
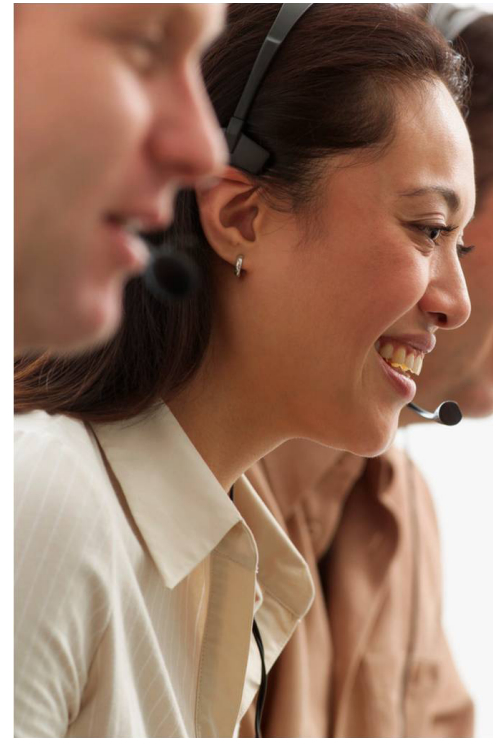
Benefits

Engaging with Arctern benefited the client in several ways:

- Saved on time, effort and cost involved in recruiting a resource with similar knowledge, experience, and skills in the US.
- With infrastructure, facilities and an array of support services, including management, administration, HR and Payroll, provided by Arctern, the client was able to concentrate exclusively on the functional aspects of the remote hire's role rather than get caught up in operational issues.
- Enabled total visibility into and control over the remote hire's work.
- Helped extend technical support services to customers in Europe, Australia and USA while saving on significantly on cost.

Arctern

How the Remote Hire Contributed
The technical support specialist was the first resource to be hired by the customer using Arctern's RemoteHire® services model.   The first year of the remote hire's work for this client focused primarily on:

- Proactively response to trouble tickets raised by customers on product-related issues
- Troubleshooting any product issues
- Conducting remote support sessions for customers

The Process
The technical support specialist works shifts/hours that are aligned with the office hours of the client's customers spread across the US, Europe, and Australia, thereby facilitating real-time access.

Customers of the client's suite of products can log their product-related complaints through a Web-based interface to a Customer Support & Help Desk solution which is integrated into the client's Web site. Trouble tickets are automatically created in the system, assigned tracking identification numbers and routed to the India-based technical support specialist by a US-based reporting manager.

The technical support specialist addresses tickets assigned on a daily basis, resolves the complaints one by one, and communicates with the customers by email. The process of resolving an issue might require the technical support specialist to perform additional research. It may also require testing of the product/ application by the specialist to identify and fix the problem. In situations where the technical support specialist finds a complaint is beyond their capability to address and resolve, it is escalated to a reporting manager. The issue is then usually resolved through a "remote" desktop sharing session -- organized at the customer's convenience -- which allows the technical support specialist and the reporting manager to remotely, securely view and interact with the customer's PC via the web, thereby enabling fixing of the problem quickly.

Although technical support provided is not voice based, occasionally the remote hire also handles calls from customers requesting technical support.

Asked to rate his overall experience engaging with Arctern across various parameters including time taken to recruit and on-board the resource, quality of the resource, competency of the IT support staff, quality of infrastructure provided, and invoicing procedure, the client gave it a score 7 on a scale of 1-10.