**Technical Support Specialist at HIMS Inc. – Austin, TX**

HIMS Inc. is a growing company in Austin, TX specializing in Assistive Technology for the blind and visually impaired. We are seeking a full-time Technical Support Specialist based in Austin, TX.

Job duties include but are not limited to:

\*Daily telephone and email technical support to customers and Dealers  
\*Reporting customer feedback to management and engineering  
\*Process phone repair intakes, RMA assignment, customer communication, pre- and post-repair testing  
\*Assist in new product and firmware beta testing  
\*Monitor and respond as appropriate on company product forums  
\*Limited travel required. For example: Staff exhibit booth at national conferences

Qualifications:  
\*Minimum BA or BS degree; Computers or technology a plus  
\*2+ years experience in technical support or customer service

\*Preferred experience with Windows and iOS   
\*Expert knowledge or daily use of Braille  
\*Experience with or user of Braille products a plus, especially Braille notetakers and/or Braille displays.   
\*Excellent verbal and written communication skills

This position is salary-based. Company offers BCBS health insurance benefits.

Interested candidates should submit their resume, cover letter and salary history to: [himscareers@gmail.com](mailto:himscareers@gmail.com)