



**Job Title:** Podcaster Support I

**Department:** Support

**Reports to:** Podcaster Support Supervisor

**Location:** Pittsburgh, PA, USA

**Company Overview:**

Liberated Syndication (Libsyn) pioneered the system to host and publish podcasts in 2004. Today, we are one of the industry's largest podcast and advertising networks with over 75,000 customers serving 6 billion downloads a year. We build products that are easy to use, so our customers can focus on creating great content. We provide a working environment that is challenging, exciting, collaborative and most importantly, fun.

We love problem solvers, geeks, artists, dreamers, doers, visionaries, fixers, and facilitators. With the industry undergoing explosive growth, podcast advertising is expected to exceed \$2 billion in 2023. Why not be part of that growth and apply to become part of the Libsyn Team? Your unique skill set might be exactly what we are looking for...and did we mention that our benefits are GREAT!?

**Job Summary:**

Provides support to our customers across our podcast hosting and monetization platforms. Helping our customers attain their goals in podcasting, providing advice on getting the most out of our products and educating them on best practices. Conveying technical information in digestible language for non-technical users. Working to better our support team as a whole to provide the best customer support experience we can.

**Duties/Responsibilities:**

- Being an active member of our support team, answering customer questions that come in through multiple channels (email, social media & live chat)
- Supporting podcasters across our various products (Libsyn, MyLibsyn & Glow)
- Helping our customers make the best use of our products
- Educating customers on best practices within the industry
- Interfacing with related 3rd party services that our customers use (Apple Podcasts, Spotify, etc)
- Troubleshooting easy-to-medium complexity issues and escalating tickets, as needed
- Working in a collaborative environment and striving to make the team better

**Required Abilities & Skills:**

- Excellent written and communication skills
- The ability to translate technical information in an accessible manner to non-technical users

- A strong desire to learn and understand the products and share that knowledge
- Identify and accurately diagnose technical issues
- Strong problem solving skills, especially when dealing with limited information based on customer input
- Experience working in Zendesk or similar ticketing systems
- Basic understanding of DNS, HTML, CSS and XML
- Experience with either Windows or MacOS
- Familiarity with popular podcast client applications (Apple Podcasts, Spotify, Google Podcasts, etc)

**Preferred Abilities & Skills:**

- Experience installing and configuring WordPress websites
- Audio recording, editing and encoding experience
- Familiarity with various media formats: MP3, M4A, JPG, PNG, MP4
- Ability to design and implement escalation policies and procedures
- Experience writing documentation for internal knowledgebase
- Patience and a sense of humor

**Required Education and Experience:**

- Bachelor’s Degree or 2+ years of experience in a related position

**Benefits:**

- Medical, Dental and Vision Coverage
- Long-Term Disability Coverage
- 401(k) Saving Plan
- Paid Vacations and Holidays
- Opportunities for Flexible Work Arrangements
- Educational Opportunities

**Equal Employment Opportunity Policy:**

The Company is an equal opportunity employer. Applicants for employment are, and will be, recruited, selected and hired, and employment decisions are and will be made, without discrimination on the bases of race, color, religion, sex, age, national origin or disability. This policy applies to new employees, promotions and all personnel actions within the organization.

The Company prides itself on the contribution it makes to the community. It is the intent of the Company to comply with all federal, state and local laws relating to equal employment opportunity.