

Job Vacancy: Customer Success & Field Support Specialist

Employer	Secureffice
Position	Customer Success & Field Support Specialist
Location	Monrovia, Liberia (with field travel across Greater Monrovia)
Type	Full-time
Reports to	General Manager
Start date	23 September 2026
Closing date	10 October 2026
Apply to	jobs@blueseas.com.lr

About Secureffice

Secureffice is a modern workplace operations platform launching commercially in Liberia. It replaces the paper visitor logbook, contractor spreadsheets, approval chains and manual payouts with one secure system. The platform covers visitor and contractor check-in, time and attendance, internal requests (iNeed Service), approval workflows (FlowDesk), tasks (iPlanner), asset tracking, SMS and email messaging (iMessaging), mobile-money payouts (iPayment), digital signage and public-address announcements.

We are building a small team in Monrovia to serve NGOs, mining and concession companies, banks, telecoms, hotels, hospitals, schools and government offices.

The Role

You will be the person our customers know and trust. You take a customer from a signed contract to a working site: you set up their account, install and test the hardware, train their team, and keep them supported afterwards. You are their first call when something is wrong, and you help them get more value as they add modules.

We combine onboarding, technical support and field installation in one role because we are at an early stage and want one owner for each customer from go-live onward. As we grow beyond roughly 15 to 25 active customer sites, this role will split into two.

Key Responsibilities

Onboarding and training

- Set up each customer's organization: sites, users and roles, branding, badge templates and modules.
- Configure kiosks, host notifications, watchlists and other settings with the customer.
- Train receptionists, security staff, hosts and department teams in person, using our 60-minute training deck.
- Produce and maintain quick-start guides and short training videos (English, with local-context examples) that can be shared by WhatsApp.
- Get every new customer live within 14 days of signing.

Installation and field work

- Install and commission kiosks, badge printers, tablets and signage screens, including cabling and network checks.
- Set up UPS and surge protection and a backup 4G connection at each site.
- Run preventive maintenance visits and keep a spare-parts kit (printer, tablet, router, UPS).
- Keep an asset register of every device we have deployed.

Technical support

- Answer customer requests by phone, WhatsApp and email, and log each one as a ticket.
- Respond within 4 business hours and be on site the next day when a visit is needed.
- Troubleshoot remotely first, then on site.
- Escalate genuine software problems to our Platform Engineer with clear, reproducible detail (steps, screenshots, time and user).

Customer success

- Hold 30, 60 and 90-day check-ins with each customer and track how much they use the system.
- Collect feedback and pass product issues and ideas to the team.
- Spot opportunities to add modules or sites, and hand them to Sales with the context.
- Work with Finance on renewals and overdue accounts.
- Help us gather testimonials and case studies from happy customers.

Documentation and process

- Maintain the onboarding checklist, the installation checklist and help-center articles.
- Improve our processes after each rollout.

What Success Looks Like in the First 90 Days

- Onboarding and installation checklists written and in use.
- A complete spare-kit inventory in place.
- Every new customer live within 14 days of signing.
- First response to support requests within 4 business hours.
- At least one customer training session delivered per week during pilots.
- Positive customer feedback (target of 8/10 or better) and no customers lost in the first quarter.

Requirements

Must have

- A diploma or degree in IT, business or a related field, or equivalent practical experience.

- 1 to 3 years of experience in customer-facing IT support, field support or technical installation.
- Hardware and networking basics: setting up printers, tablets, routers and Wi-Fi, and diagnosing simple faults.
- Comfortable learning and using web applications quickly.
- Clear, patient communicator and trainer, in person and on WhatsApp.
- Strong written and spoken English.
- Ability to travel across Greater Monrovia, with a valid driver's licence or reliable transport.
- Well organized, reliable and calm under pressure.

Nice to have

- Experience with POS, CCTV, access control, kiosks or ISP and network installations.
- Experience working with NGOs, concessions, banks or hotels.
- Familiarity with mobile money (MTN MoMo or Orange Money).
- Basic Linux or scripting knowledge.
- Experience writing user guides or running training sessions.

What We Offer

- **Salary:** USD 300
- **Allowances:** transport, airtime and data for field work.
- **Performance bonus:** linked to time-to-live, customer satisfaction and customer retention.
- **Training:** full training on every Secureffice module and on the hardware we install.
- **Growth:** a clear path as we expand, including moving into a specialist customer success or field engineering role, or leading the support team.

Working Conditions

- Field-based work with regular travel to customer sites.
- Occasional early starts or weekend work for installations and go-lives.
- On-call availability for critical outages during customer pilots.
- Carrying and installing equipment.

How to Apply

Send the following to jobs@blueseas.com.lr by 10 October 2026:

1. Your CV.
2. A short note (or a 2-minute voice note) on why you want this role.
3. One example of a time you helped a customer or colleague solve a problem.

Selection process

1. CV and note review.
2. Phone or WhatsApp call (20 minutes).
3. Practical assessment (60 to 90 minutes): deliver a short training session and troubleshoot a simple hardware or network scenario.
4. Final interview with the General Manager and reference checks.

Secureffice is an equal opportunity employer. We welcome applications from all qualified candidates, regardless of gender, ethnicity, religion, disability or background. **Only shortlisted candidates will be contacted.**