

Technical Customer Support Specialist

About this Role

ElevenLabs is a Series A AI audio technology startup (\$21M funding, backed by a16z) building advanced speech synthesis and AI-driven audio solutions for enterprise clients. This Technical Customer Support Specialist (Independent Contractor) role exists to provide deep technical support for their AI audio platform, focusing on complex API/integration issues and telephony/AI workflows as the company scales rapidly.

Culture

High-autonomy, fast-paced, and startup-driven—expect rapid change, minimal process, and a bias toward action. Team values technical depth and self-management over traditional customer service polish. The team operates remotely, with a preference for US time zones and a startup-paced, high-autonomy environment.

Ideal Candidate

- Candidates must have 2–3 years of technical customer support experience in SaaS or high-growth tech (B2B/enterprise preferred), with hands-on troubleshooting of REST APIs, integrations, HTTP, authentication, and webhooks.
- Must be able to read and debug Python code, reason about logs/stack traces, and have experience with GCP tools (especially logs) and SQL.
- Strong technical troubleshooting skills are non-negotiable—prioritizing technical depth over generic support or customer service backgrounds.
- Experience working as an independent contractor and proven ability to ramp up quickly and work autonomously in ambiguous, fast-changing startup environments is essential.
- Must be comfortable working regular US time zone hours and with the contractor structure.

Requirements

- Supported complex APIs/integrations for B2B SaaS or AI companies
- Direct experience troubleshooting Python code and GCP logs
- Has worked with telephony/communications support (SIP, Twilio, etc.)
- Experience in startup/high-growth tech with minimal onboarding
- Professional experience supporting AI/LLM-powered products
- Managed own workload as a contractor or in a highly autonomous role

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