Opening Details for the Post of Technical Support Engineer.

Job Description:

- Collaboration: An ability to work collaboratively with customers, partners and colleagues to drive the best solution for the customer.
- Technical Curiosity: A demonstrable knowledge of Computer Networking and a desire to keep building on that knowledge and share it with others
- Customer Obsession: Place our customers front and centre in every decision and action carried out in the role
- Initiative: Voluntarily take the steps needed to identify and address existing and potential obstacles, issues, and opportunities

Key Responsibilities

- Work as part of a pod of engineers who are responsible for resolving customers' product issues via phone, email and chat
- Build a strong and demonstrable knowledge of our products
- Solve problems and deliver a top-quality support experience to our customers which will in turn drive customer loyalty and advocacy
- Collaborate with the next tier of Support and other departments
- Perform technical training and presentations of software and processes to staff
- Mentor and share information with colleagues to increase the knowledge in the team
- Create online help content to document helpful solutions for our customers & colleagues
- Actively contribute to the development of new or changed processes and procedures

Experience: 0 to 4 Years

Qualification: Any Graduate (BE/ B.Tech – EC/IT are preferred) with CCNA/ CCNP Certification

Job Location: Ahmedabad / Vadodara/ Surat/ Hyderabad/ Chennai/ Mumbai/ Pune

Industry: IT Infrastructure / Hardware & Network

Skills: Switch, Router, Firewall – Installation, Configuration, Troubleshooting

Job type & Shift:-

- Full Time
- Day Shift