

Company Profile:

Tvilight is a European market leader in professional end-to-end lighting solutions.

We offer wireless lighting solutions that are reliable, scalable and meet the evolving energy and environmental requirements of cities around the world. Our products are intelligent and run on open standards—thus serving as an excellent platform for additional Smart City devices and applications.

Job Profile:

We are currently looking for experienced Field Engineer at our Ahmedabad office, who can understand our end to end solution, answer questions from Business Partners/Customers and solve the problems on the field with technical approach.

As a Field Engineer at Tvilight you will be responsible for anticipating, identifying and satisfying the technical support and services need of Business Partners/Customers.

Key responsibilities include,

- Take care of all field related activities which includes,
 - Site Survey
 - Customer trainings, installation and commissioning
 - Post installation support, both remote and on-field
- Take ownership of customer issues reported and see problems through to resolution
- Provide prompt and accurate feedback to customers
- Follow standard procedures for proper escalation of unresolved issues to the customer and/or respective department
- Ensure proper recording and closure of all issues
- Prepare accurate and timely reports
- Document knowledge in the form of knowledge base and FAQ articles
- Due to the nature of the work, you may require working in shifts, including night shifts, or be on call.
- Sometimes, it may be necessary to work extra hours to finish a job.

Professional Experience:

Candidate should have 3 to 5 years of experience as Field Engineer, with knowledge of,

- Basics of wireless communication technology, preferably ZigBee
- Electrical components, diagrams and wirings
- Fundamentals of Linux and CLI (*good to have*)
- Issue tracking system, preferably JIRA

Candidate should also possess,

- Strong logical problem-solving skills
- Excellent client-facing skills
- Excellent written and verbal communication skills
- Communication in English and Hindi is must

Educational Qualification:

Master or Bachelor degree in,

- Electric Engineering
- Electronics Engineering
- Electronics & Communication Engineering

Contact Details:

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NOTE: Subject line must be **FE-AHM-2018 Candidate Name**