

Job Description for Technical Support Engineer [3L]



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 Technical Support Engineers (3L) at our Ahmedabad office, who can understand our end to end solution, answer questions from Business Partners/Customers and solve the problems with technical approach.

As a Support 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 ownership of customer issues reported and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Provide prompt and accurate feedback to customers
- 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. Also, to provide on-site support if it is unavoidable.

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Professional Experience:

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

- Wireless communication technology, preferably ZigBee
- Embedded Systems, both Software and Hardware perspective
- Language, either C or Java
- Scripting, either Python or Linux
- Fundamentals of Linux and CLI
- 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
- Mentoring of junior colleagues

Educational Qualification:

Master or Bachelor degree in,

- Electronics
- Electronics & Communication
- Computer Engineer
- Information Technology
- Computer Applications

Contact Details:

1. Apply to : career@tvilight.com
2. Subject line as : TSE3-AHM-2019 Candidate Name
3. For more information : Reshma Shetty (hr-india@tvilight.com)
4. Work location : Ahmedabad, India
5. Website : www.tvilight.com