

Hire Position: 2nd Line Technical Support Engineer

Company Profile:

TVILIGHT B.V. is European Market Leader in professional end-to-end lighting solutions. It is a product development company pioneering in Smart City Solutions using internet of things to connect devices intelligently thus enabling a smart city infrastructure. We are experts in intelligent lighting control systems and offer solutions for outdoor lighting infrastructure. Our wireless sensor devices enable on-demand lighting control which optimizes energy consumption and maintenance. We help to improve security and safety levels of public spaces, petrol stations, ports, railway stations, airports and more.

Job Profile:

We are currently looking for an experienced 2nd- line technical support engineer who understands our technology and can answer (technical) questions from our Partners and internal organization and help solving possible issues. This job requires you to be good with logical and analytical skills and with a love for data analysis to help identify and predict the problem areas and work together with our Development team in providing solutions to problems.

As a Support Engineer at Tvilight you will be responsible for anticipating, identifying, and satisfying the technical support and services needs of Tvilight's customers, partners and end-users.

We offer a rewarding career opportunity working with our dynamic and experienced team in India, Amsterdam & Groningen, which thrives on customer satisfaction and value creation. You will be a part of Tvilight's Support Desk team, and report to the Support Desk Manager. This position is for TVILIGHT-India location (Ahmedabad).

Key Responsibilities:

- Take ownership on customer reported issues and analyse problems by using your logical and analytical abilities and provide solutions. Technically sound to ask the right questions to customers to be able to understand the problems reported by customer.
- Perform remote software firmware updates of devices.
- 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 tech notes and articles
- Able to prioritize and multi-task in a fast-paced environment and work with a multi-cultural global team that is entrepreneurial and result driven

- Willingness to travel to project locations in different countries
- **To deal with different time-zones of our customers and nature of work, you will be required to work in night shifts apart from day-shifts.**

Professional Experience:

Candidate should have 4 to 8 years of experience as (Sr) Technical Support Engineer, with knowledge of:

- Basic LINUX understanding and able to work with commands, scripts and file system
- Wireless communication technology on 2.4 GHz will be good to have
- Basic hardware-networking skills
- Issue tracking system, preferably JIRA
- Strong problem-solving skills and Excellent client-facing skills
- Excellent written and verbal communication skills
- Should be proactive, enthusiastic and love challenges.

Educational Qualification: Diploma or bachelor's degree in,

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

Why Join us?

TVILIGHT is a European market leader in professional end-to-end lighting control solutions, with an installed base of over 250 projects in over 20 different countries. We specialize in delivering software, wireless devices and sensors to manage and control citywide lighting infrastructure. Tvilight's open software platform allows integrating a multitude of third-party applications and constituting a reliable, future-proof base for Smart Cities and IoT.

We offer a rewarding career opportunity working with our dynamic and experienced team in India and Netherlands, which thrives on customer satisfaction and value creation. We offer competitive salaries, benefits, and a casual and fun environment that encourages quality, creativity & excellence. You will be working with our dynamic and experienced team which thrives on customer satisfaction and value creation.

Work location : Ahmedabad, India

Apply to : career@tvilight.com

Website : www.tvilight.com