

Technical Support Manager (global service desk)

Are you passionate about Smart Cities, Internet of Things and AI? Do you have experience in leading customer facing technical services team? We are looking for a senior Technical Support Manager responsible for leading the Service Desk with a group of elite technical support/ field engineers based across Asia and EMEA, provide customer issue resolution as well as play a critical role in providing analytical feedback to the Product Development, Projects and the Commercial teams.

As a Support Manager, you will be responsible for anticipating, identifying and satisfying the technical support and services needs of Tvilight's Customers, Partners and End-users. You will be based in our Ahmedabad office and need to be a highly-seasoned IT/ Electronics professional. You will lead Tvilight Central Service Desk, and report to the Technical Director.

Key Responsibilities and Tasks

- You will be responsible for establishing departmental processes/ procedures, policies, goals, and operational metrics for Support Services (i.e. Customer facing operations);
- You will engage with our Partners and the End-Customers with regards to potential issues and updates/ new products/ solutions;
- Provide prompt and accurate feedback to customers. Handle customer pressure and systematically analyze, diagnose, troubleshoot and identify solutions to successfully resolve customer issues. Prepare accurate and timely reports. Ensure proper recording and closure of all issues.
- Be expected to take ownership of incidents and problems when needed, and contact required resources both inside and outside the company necessary to resolve the problem, with minimum supervision;
- Exhibit technical hands-on with linux, linux backend cmds, shell-scripting, reviewing linux system logs and should be able to understand and interpret what these log messages convey.
- Document knowledge in the form of knowledge base, technical notes and articles. This will include ability to periodically survey the knowledge level of customers and actively disseminate End-User information via email notifications and newsletters;
- Represent the department as an active participant in various strategic initiatives, projects and business-related activities that directly impact Customer facing operations (incl. Sales and Projects);
- You will provide team leadership, mentorship, and management expertise on all matters regarding technical support for the business;
- Plan, direct, lead, assume ownership and full accountability for the strategic and operations of the Support/ Technical Services Team;
- You will partner with all levels of Technical and Business Management to deliver extraordinary support services to the internal and external customers;

Professional Qualities

- 10 - 15 years of professional experience with a significant IT/ Electronics background in supporting day-to-day operations in a 24x7 environment
- A minimum of 5 years of direct people management (Supervisor or Manager), with a background in leading high-performance remote teams
- Operating Windows / Linux / iOS

- Embedded Systems
- Wireless communication technology on 2.4 GHz, preferably ZigBee
- Issue tracking system, preferably JIRA and Confluence
- Master or Bachelor's degree in Electronics, Electronics & Communication, Computer Engineering, Information Technology, Computer Applications or similar

Personal Qualities

- Proactive, analytical, customer-oriented with hands-on mindset
- Strong troubleshooting and analytical skills
- Able to gather data and drill down to root cause analysis, ability to dedicatedly recommend effective courses of action, communicate resolution, policy and procedures to the various partners, management and End-Customers
- Passion in leading people and teams, encouraging, motivating and guiding individuals to achieve their own full potential and deliver great results.
- Effectively lead and mentor Staff regarding response to incidents and service requests, prioritization, blocking issue, and SLA management
- Share insights and experience in an effort to build an elite Support/ Technical Field Services organization
- ITIL foundations certification (Service Desk, Incident Management, Problem Management, and Change Management) would be a plus
- You are excellent client-facing and interpersonal skills, both written and verbal are critical to the success of the position
- Able to prioritize and multi-task in a fast-paced environment and work with a multi-cultural globally distributed team that is entrepreneurial and result driven
- No 9-5 mentality; Due to the nature of the work, you may be required to work in shifts, including night shifts, or be available on night call. Sometimes, it would be necessary to work extra-hours to successfully finalize the project at hand
- Local / International travel (10% - 30% of time) is a requirement for this position;

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. Twilight'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 r.sivakumar@tvilight.com