

Technical Support Engineer (L3) (Job Code: TSES01)

INTELLIKONNECT Solutions Pvt. Ltd is a product development company pioneering in Smart City Solutions using internet of things to connect devices intelligently thus enabling a smart city infrastructure. It is a TVILIGHT Design Partner that is responsible for all the R & D activities of TVILIGHT.

Job Profile:

We are currently looking for an experienced Technical support engineer (L3) 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 IntelliKonnnect Solutions Pvt. Ltd, 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.
- Candidate will be responsible to provide L1/L2/L3 Support, Monitor and provide support to production streams and provide expert knowledge on all workflow designs for supported applications.
- Perform remote software firmware updates of devices.
- Get involved in bug fixing, analysis of RMA units and do RCAs, fill in RCA sheets (D8/D5 forms). You will be required to work on scripting and data analysis tooling to collect and analyse data for effective trouble- shooting.
- 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.**

Suitable Qualification:

Diploma or bachelor's degree in,

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

Professional Experience:

Candidate should have 2 to 4 years of experience as Technical Support Engineer (L3), with knowledge of:

- Extensive Knowledge of **Unix/Linux Commands and scripting**
- Basic knowledge **python programming**
- Experience in working with OS Linux
- Good understanding of **DOCKER**, docker-compose and use of YAML files
- Wireless communication technology on 2.4 GHz will be good to have
- Knowledge of servers, virtual machines, and network components
- Basic hardware-networking skills, understanding of Embedded Systems (SW and HW)
- Issue tracking system, preferably **JIRA**
- Strong problem-solving skills and Excellent client-facing skills
- Excellent written and verbal communication skills; experience in client-facing skills
- Should be proactive, enthusiastic and love challenges.

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.

Benefits:

- We offer a rewarding career opportunity working with our dynamic and experienced team in India, which thrives on customer satisfaction and value creation.
- Attractive compensation benefits such as Group medical insurance for self, spouse and 2 kids apart from providing a good work-culture
- Flat hierarchy that emphasizes creativity & excellence.

Work location: Ahmedabad, India

Apply: mail to hr-india@tvilight.com

Note: When applying please state the **JOB code and Skill Name in the Subject line.**

Intellikonnnect Solutions Private Limited

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