

## Job Description

## Technical Support Engineer

JOB OVERVIEW			
JOB TITLE	Technical Support Engineer		
JOB LOCATION	Sydney NSW		
GENERAL DESCRIPTION	The position has a broad role of providing technical solutions to solve customer's issues and optimize service quality		
DIVISION / DEPARTMENT	Technical Support Department	SUBDIVISION	N.A.
REPORTS TO: TITLE	Technical Support Manager	EMPLOYMENT TYPE	Full Time, On-site
POSITION DETAILS			
RESPONSIBILITIES AND DUTIES	<ul style="list-style-type: none"> <li>• Deliver a professional level of service at all times</li> <li>• Troubleshoot to ensure all customers' issues are resolved timely</li> <li>• Provide technical training to key customers</li> <li>• Provide product promotion to customers regularly including new feature and new product promotion, marketing activity and training</li> <li>• Work with product team and channel sales to release new products to customers on schedule</li> <li>• Provide project delivery and maintenance support including installation guide, function demonstration, operation guide and issue resolving service etc.</li> <li>• Collect and handle product requirements and business opportunity from customers</li> <li>• Manage RMA cases and process</li> <li>• Compile various technical documents based on cases and work experience</li> <li>• Prepare correspondence and/or reports as required</li> <li>• High quality achievement based on quarterly KPI plan</li> </ul>		
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> <li>• The quality and efficiency of solving customer cases</li> <li>• The effectiveness of Proof of Concept</li> <li>• The success of supporting sales team in major project</li> <li>• Team work and execution</li> <li>• Response to customers and customer satisfaction</li> <li>• Code of Ethics (honesty, responsibility, adaptability, respect for persons, discernment, commitment, etc)</li> <li>• Self-improvement of working abilities such as learning, communicating and problem-solving etc</li> <li>• Company policy compliance</li> </ul>		
QUALIFICATIONS, SKILL & EXPERIENCE - ESSENTIAL	<ul style="list-style-type: none"> <li>• Fluent in English, Additional fluency in Mandarin language would be an advantage</li> <li>• Strong IT/Network skills and be action-oriented with good hands-on ability</li> <li>• Solution/deadline driven and high attention to details</li> <li>• Excellent interpersonal, communication and presentation skills</li> <li>• Team player with a passion for learning new products/stuff on his/her own</li> <li>• Outstanding customer service skills</li> <li>• Be proactive to do better in a role and to accomplish the tasks with quality</li> <li>• Relevant work experience in CCTV/surveillance/security industry</li> </ul> <p>Ability to:</p> <ul style="list-style-type: none"> <li>• Record each case clearly and accurately in software</li> <li>• Solve customer issues;</li> <li>• Manage business requests and challenges;</li> <li>• Establish and develop customer relationships;</li> <li>• Work independently while be able to coordinate resources;</li> <li>• Handle multiple tasks under pressure.</li> </ul> <p>Skill list:</p>		

	<ul style="list-style-type: none"> <li>• Outstanding communication and interpersonal skills;</li> <li>• Problem-solving and analytical skills;</li> <li>• Learning new product and technology skills;</li> <li>• Excellent collaboration skills.</li> <li>• Willing to travel extensively</li> <li>• Understanding and respect of cultural difference and ability to work in a multi-cultural environment</li> </ul>
<b>QUALIFICATIONS, SKILL &amp; EXPERIENCE - DESIRABLE</b>	<ul style="list-style-type: none"> <li>• Customer service experience and knowledge</li> <li>• Research &amp; problem solving skills</li> <li>• Time Management skills</li> <li>• Adaptability, cross-cultural communication</li> <li>• Customer service skills</li> </ul>
<b>SPECIAL REQUIREMENT</b>	N.A.
<b>POSITION FILLED</b>	
<b>PERSON HIRED</b>	<div> <div></div> <div> <b>DATE HIRED</b> </div> </div>
<b>APPROVED BY: NAME &amp; TITLE</b>	
<b>EMPLOYEE SIGN</b>	