

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

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