



CLLOUD HOSTED SUPPORT

Job Title: Cloud Hosted Support

Reports to: Commercial Director

Role Description

The Cloud Hosted Support is responsible for managing the technical execution and support of software and cloud technology. Acts as technical solution expert of product providing input to sales, operations and other functions within the organisation.

Essential Technical Responsibilities

- First line of technical execution and support for customer support globally 12/7
- Quality Assurance and Control on various product sets
- Onboarding of new customers and deliver technical training for channel partners
- Data analysis and reporting
- Maintaining FAQ, and customer-facing documentation
- Participate in End User training if so required
- Review technical reports, and evaluate technical lessons learned logs post project completion
- Qualify and evaluate new products for commercial and technical viability
- Diagnose, troubleshoot, and resolve issues by questioning customers about the issues they are facing in a detailed fashion so that they understand the nub of the problems
- Keep track of users' system issues until they are resolved by adhering to the agreed timelines.
- Resolve complex problems, engineers interact with clients through phone, emails or chats and provide unambiguously written instructions or technical manuals
- Make work breakdown and effort estimation for the integration of the various electronic products; specify and document the test requirements
- Devise, test and enhance assemblies, electronic circuits, and other electrical equipment
- Execute experiments on test set-ups or prototypes to ensure that the documented results meet the requirements set by the architect
- Act as a technical coach for channel partners, integrators and team members

Values / Requirements

- Demonstrated problem solving skills to troubleshoot support tickets involving hardware and software products
- Anticipates, identifies and resolves technical and operational problems by understanding the customers' workflows, challenges and requirements
- Maintain detailed and current knowledge of the company's products and services
- Experience with low voltage electronics to assist in installations and troubleshooting of access control systems
- In-depth/Expert understanding of IT Hardware and physical networks
- In-depth/Expert technical understanding of Electronic security hardware and software
- In-depth/Expert understanding of cloud computing and internet of things (IOT)
- Outstanding communication, organising and time management skills
- Ability to work under pressure
- Customer centric approach
- Strong problem solving skills, team player and a high degree of creativity/resourcefulness
- Passion, determination, with a high energy level
- Willingness to travel extensively
- Working Knowledge of MS Office based products, outstanding understanding of MS Excel required

Preferred Qualifications

- Bachelor's degree / diploma in electrical engineering or information technology from a reputable institution
- 5+ years experience in technical support and system integration
- Experience with managing and training employees

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