

## Senior Technical Support Engineer (Job Code: TSES01)

Intellikonnect Solutions, a TVILIGHT affiliate company, is a European market leader in professional end-to-end lighting control solutions with an installed base of over 800 projects in iconic cities across 20 countries. We specialize in sensors, wireless streetlight controls, lighting management software and IoT Smart City applications. We see streetlights as one of the most valuable public assets that have a powerful role to play in making cities energy-efficient, resilient, and future-ready. Our products create an independent open system that allows integrating a multitude of third-party applications and thus constitute a reliable, future-proof base for Smart Cities and IoT.

### Job Description:

We are currently looking for an experienced Senior Technical Support Engineer 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 Intellikonnect 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 (occasional 5-10 visits per year).
- **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**.
- Experience in working with OS Linux.
- Wireless communication technology on 2.4 GHz will be good to have.
- 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.

## Personal Qualities

- Analytical, independent, and a system-level thinker.
- Self-initiative and strong problem-solving attitude.
- Pleasant personality and a great team player.
- Excellent client-facing communication skills, including written and verbal communication ability in English.
- 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.
- Passionate and driven to deliver excellence.

## 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 and an all-you-can-eat snack bar.
- Flat hierarchy that emphasizes creativity & excellence.
- Office hours: 10:00h to 18:30h (Mon - Fri)

**Work location:** Ahmedabad, India  
**Apply:** mail to [hr-india@tvilight.com](mailto:hr-india@tvilight.com)

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