Job Opening // **Technical Support Engineer**

Are you passionate to provide the best support to our Smart City and IoT customers? Do you want to help Cities to manage their Lighting Outdoor Lighting infrastructure around the globe? Join our international Technical Support team based in the Netherlands and in India to support our global customers.

Background

TVILIGHT 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 searching for a **Technical Support Engineer** who will be responsible for supporting our Business Partners and their customers worldwide.

You are the main contact person for:
- All service related questions and responsible for an in-time response,
- All our Business Partner's technical and after-sales questions.

Our Business Partners file their questions and complaints through our Jira Management Services Portal. You maintain both written and verbal contact with our Business Partners worldwide. If necessary you will help solving technical issues in the field (on-site support).

Internally you are the interface to our R&D department for solving technical problems that cannot be resolved by our Service Desk

Key Responsibilities

- Take ownership on customer reported issues. Analyse and solve these issues by using your technical knowledge as well as logical and analytical ability,
- Provide prompt and accurate support/ feedback to customers, including customers in different time-zones,
- Prepare accurate and timely customer reports,
- Document information and knowledge in the form of technical notes and articles in Confluence/Jira,
- Escalate unresolved issues to the appropriate people in our team,

- Take the lead in the RMA process,
- Travel to project locations (worldwide) in case requested.

Professional Qualities

You must have at least 3 years of working experience as a Technical Support Engineer in a B2B market, with at least experience in the following areas:
- Basic electronics hardware de-bugging skills,
- Basic understanding of embedded firmware and software (coding not required),
- Experience working with Linux,
- Product based support,
- Experience with working with a Service Desk system (preferably JIRA),
- In possession of a B driver's license.

Experience in the following topic would be an advantage:
- Wireless communication technologies (for example, 2.4 GHz Mesh network, BLE, GSM, NB-IoT),

Education Qualifications
At least an MBO-4 degree in IT.

Personal Qualities

- Analytical, independent, flexible and a solution orientated
- Self-initiative and strong problem-solving attitude,
- Customer oriented,
- A team player,
- Excellent client-facing communication skills, including written and verbal communication ability in English and Dutch. German and/or French would be an advantage,
- 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.

Working conditions

- Pleasant working environment with great colleagues,
- A rewarding career opportunity working with our dynamic and experienced team, which thrives on customer satisfaction and value creation,
- Flat hierarchy that emphasizes creativity and excellence,
- Flexible working hours between 08:00 and 19:00,
- 40-hours contract,
- Competitive salary,
- Office location: Groningen, The Netherlands.