<u>**Technical Support Engineer**</u>

Responsibilities

- Flexible to accommodate urgent customer needs over weekends and public holidays
- Perform tasks such as issues, deploying products, collecting artefacts for debugging
- Provide high quality technical support by helping customers resolve issues including explaining usage, debugging failures, pinpointing problems, implementing workarounds, increasing performance, improving security, and determining root causes
- Documenting all support issue details while supporting customers to ensure details are available for all relevant parties
- Work cooperatively with team members to arrive at issue resolution as per Service Level Agreement before escalating to engineering team
- Contribute, maintain, and improve knowledge base articles, training materials, and other repositories of information
- Report customer use cases, requirements, enhancement requests, and recommend fixes
- Practice the 'give and take' model of knowledge and experience exchange by sharing information to the team
- Constantly improving job skills through participation in product, technology, and customer service training as it is made available
- Participate in improving processes, communication, systems, etc.

Qualifications

Demonstrated Required Skills and Abilities:

- Graduated with Bachelor's Degree in Computer Science or Engineering or equivalent technical experience
- Able to communicate in English (written)
- Programming & debugging
  - For Mac, Windows, Linux, iOS, or Android
  - Using one or more of C, C++, Objective-C, C#, Swift, Java, JavaScript
  - In Xcode, Visual Studio, Android Studio, or Eclipse
- Ability to troubleshoot system issues
- Fundamental understanding of computer architecture and low-level details of the programming languages used by the products you are supporting
- Interest and experience in security a great advantage
- Ability to work effectively with a remote team using modern, collaborative tools such as Microsoft Teams, Zoom, and Webex
- Strong customer service skills – ability to work with customers in a manner that is professional, compassionate, and effective
- Ability to synthesize and clearly communicate complex technical issues to technical and non-technical audiences at all levels, both internally and externally