



Job Opportunity

Technical Support Engineer

Job Brief

We are looking for a bright Technical Support Engineer to provide enterprise level technical support to our customers. The successful candidate in this position will provide support via phone, web, email, chat and other channels as required. A background in engineering or IT support is required.

Responsibilities

- Take ownership of customer issues reported and see problems through to resolution
- 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

Requirements

- BS degree in Civil/Electrical Engineering, Information Technology, Computer Science or equivalent
- Proven working experience in enterprise technical support, IT support or as a technical engineer
- Strong problem-solving skills
- Excellent client-facing skills
- Excellent written and verbal communication skills
- Ability to travel for field testing, customer meetings, and tradeshows



We are currently working on very interesting technologies for smart structures, IoT in construction and corrosion detection in concrete structures as well as real-time wireless sensing of concrete properties. Giatec Scientific Inc. is a knowledge-based company that brings smart solutions and technologies to the construction industry. We particularly manufacture novel electronic devices and sensors for applications such as the quality control of concrete and condition assessment of reinforced concrete structures. Giatec offers a dynamic environment for motivated team-players to be involved in a wide range of activities.

Please find more information about us at <http://www.giatecscientific.com/careers/>

To apply, please send your CV to careers@giatecscientific.com