

JOB DESCRIPTION

TECHNICAL SUPPORT ENGINEER

We are looking for a bright Technical Support Engineer to provide enterprise level technical support to our customers via phone, email and other support channels as required.

Main responsibilities:

- Help Desk responsibilities including the initial receipt of support calls from customers in need of product assistance, obtaining and logging required information to allow support to be provided and resolving issues where customer needs can be resolved by providing documented information.
- Develop new features on some existing products
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Take ownership and responsibility of issues from start through to a successful resolution
- Provide prompt and accurate feedback to customers
- Distribute customer product release notifications
- Attempt to reproduce customer issues in different environments, such as different operating systems
- Prepare support information to be included in the Technical Support team's knowledge database
- Ensure that resolutions are dealt in accordance with service level agreements
- Review customer reported issues for improvements to product documentation
- Conduct testing of core product functionality to confirm reported issues
- Become an expert in their products and emerging technologies in the industry

Requirements:

- D.E.C. graduate in any technical field related to electronics and embedded software development
- Bachelor's degree in computer or electrical engineering
- C language knowledge
- Firmware development knowledge
- Embedded Linux knowledge
- Minimum of 2 years of customer service and technical support experience
- Demonstrated excellent customer service through use of organizational skills, excellent verbal and written communication skills, and presentation skills
- Strong ability to correspond correctly and effectively with customers and other business personnel via email and phone
- Able to work within defined processes and procedures with a focus on customer satisfaction



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- Must be detail-oriented
- Must have ability to manage and prioritize own time while handling a variety of tasks
- Able to maintain professionalism while under pressure
- Minimum 3 years' experience working with Windows and Linux operating systems
- Must be fully fluent in French and English (written / spoken)

Benefits :

- Competitive salary
- Casual dress code
- Paid time-off during holiday season
- Insurance coverage
- Ongoing opportunities for professional development