



**Job Location: Bangalore, India**

**Technical Support Engineer**

To apply, send your resume to [ba-jobs@savari.net](mailto:ba-jobs@savari.net)

**Job Description:**

- Responsible to deliver and manage embedded solutions in the wireless/networking domain.
- Candidate should have strong written and Verbal communication skills.
- Ability to handle customer related Technical queries and forward detailed technical analysis to the Engineering team for further analysis.
- The embedded solutions may range from new products/platforms to new standards and features.
- Candidates must have prior experience in taking ownership of such projects along with strong hands-on experience in technical support.
- Capable of Level-3 support of technical issues before handing over to the respective team
- Responsible for resolving customer issue/queries within agreed upon SLA's.

The following experience and skills are required:

- 2-4 years of relevant experience.
- Engineer should have the good understanding of Datacom protocols (L2/L3 Protocols) / Wireless protocols (LTE/WiFi).
- Engineer should have good communication skills, possess a good work attitude, flexibility and ability to learn and work independently.
- Experience in working and troubleshooting in Linux environments.
- Candidate should exhibit good analytical and debugging/trouble shooting skills and prior experience with Service desk tools like JIRA, Zendesk, Salesforce, etc.
- Good verbal and written communication
- Ability to work in a startup mode
- Qualification: Bachelors or Masters in Computer Science or related major.

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**Local Candidates Only. Work Authorization: No sponsorship for foreign workers.**