



“Join us to implement technologies shaping the automotive future.”

Location: Bangalore, India

Job Title: Technical Support Engineer

What will you do?

- 4-5 years of experience in L2 support.
- Knowledge of standard protocols in networking / telecom domain.
- Have embedded product knowledge, understands protocol configurations.
- Working knowledge of Linux commands.
- Ability to write simple scripts for debugging / initial analysis and log collection.
- Ability to interact with the customer and get all the required information related to version, logs, setup, configurations which will help in reproducing in the local setup.
- Ability to reproduce the problems in the environment similar to where the problem is reported, Ability to reproduce the customer defects in lab.
- Good communication skills to interact with the customer team.
- Exposure to automotive domain would be a plus.

What do you need to succeed as a Technical Support Engineer?

- Engineer should have the good understanding of Wireless protocols (LTE/WiFi) / Telematics / Connected Cars.
- 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.