



# SHOPRONICS®

## *Redefining Retail Analytics*

### **Job code: TECH-65787: Technical Support Engineer**

We're looking for a hardworking and motivated Technical Support Engineer with excellent English communication skills and engineering background.

#### **Responsibilities:**

- Provides applicable installation, maintenance, troubleshooting and remote support services to Enterprise customers and partners
- Assists technicians and customers with support for system operations, maintenance, calibration, troubleshooting, remote installations and upgrades
- Monitors of systems health and possible alarms
- Performs Moves, Adds, Changes or Deletions (MACD) requests using available resources
- Uses various CRM and Database tools to perform regular tasks
- Provides remote technical support to field engineers, technicians, and product support personnel who are installing, troubleshooting, repairing and debugging Shopronics products.
- Responds to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software.
- Reports design, reliability and maintenance problems or bugs to design engineering/software engineering.
- May be involved in customer installation and training.
- Provides support to customer/users where the product is highly technical or sophisticated in nature.
- Provides Administrative duties as they pertain to various customer and employee accounts-Provides Tier 2 level technical support to Enterprise customers and partners

#### **Requirements:**

- Degree in Information Technology or Engineering
- Experience working in a customer service environment
- Experience with CCTV and networking, preferred
- Ability to follow standard practices and procedures in analyzing situations or data from which answers can be readily obtained.
- Ability to remain professional and courteous at all times
- Customer first mentality
- Excellent verbal and written communication skills (The job interview will be in English)
- Must be available to work occasional nights, holidays and/or weekends

#### **What Shopronics Offers**

- An international working environment with different nationalities of people.
- Flexible working hours, with occasional home office work.
- Market competitive salary.
- A unique opportunity to use your leadership skills, experience, and contacts to build a team and shape the culture of the company.
- An incredible team of fun, humble but brilliant co-workers

Apply on our website: <https://shopronics.com/careers/>

**Note:** Mention "TECH-65787: Technical Support Engineer" in the "Field of Interest" section of the form

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**Shopronics (Private) Limited.**

[www.shopronics.com](http://www.shopronics.com)

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