

	Job Description	Format No:HR_F_160 Version: 2.0 Date: 24-May-2024
Support Engineer - JD (DJD2024004)		
Roles	Provide pre- and post-sales Service Support for our products PCS, and Video Analytics for the WEST Region.	
Responsibilities	Responsible for independently handling the customers at WEST region	
	Responsible for customer interaction and DEMO of our product at WEST region based on the sales team requirement.	
	Responsible for customer support and capable of addressing the issues raised by the customers.	
	Install and configure our products and perform troubleshoot on issues and resolve issues	
	Co-ordination with the vendors and the channel partners.	
	Site Surveys for POC and Product installation.	
	Mandatory Site visits, site surveys, Product Demos, Onsite client meetings, and hardware & software	
	Basic AutoCAD knowledge is a plus point.	
Category	Description	
Qualifications	Diploma/Engineering Degree in CS /EC	
Experience	3-4 Yrs	
Technical & Process Capabilities	Should have basic knowledge of installation and Configuration of CCTV and NVR	
	Should have knowledge on Network connectivity and Troubleshooting.	
	Should have knowledge on SQL settings and query.	
	Should have knowledge on Linux OS and its commands	
	Delivering demonstrations to ensure that customers are educated on safe and effective equipment use.	
Behavioural Capabilities	Should have knowledge on installation and configuration of EAS Anti Theft systems is a plus point	
	Should be professional and ethical to the organization.	
	Soft Spoken and punctual	
	Good in customer interaction.	
	self driven and accountable for complete execution.	
Values	Accountable & Responsible, Ethics & Integrity, Knowledge, Collaboration, Caring, Agility, Empowerment with Accountability and Sustainability	
Location	Mumbai, DELOPT	