Support Engineer - JD (DJD2024004)	
Roles	Provide pre- and post-sales Service Support for our products PCS, and Video Analytics for the domestic and overseas customers.
Responsibilities	Manage end-to-end customer support for Linux-based embedded systems and analytics solutions across domestic and international clients.
	Providing backend support on Linux based edge device, Tomcat Apache servers, SQL databases, ETL processes, and managing server back-ups.
	Lead pre-sales activities, including demos, POCs, technical discussions, and securing significant orders.
	Manage the day-to-day service operations of the installation, delivery, and deployment of technical resources within area of responsibility.
	Gathered and analysed customer requirements, prepared technical documentation, and coordinate with development teams for project schedule and deliver final products.
	Managing the Application deployment, performance tuning, and service recovery.
	Manage cloud and enterprise servers for high-profile clients.
	Provide training to internal stakeholders and customers on new products. and solutions.

Category	Description
Qualifications	Engineering Degree in CS /EC
Experience	8-10 yrs
Technical & Process Capabilities	Hands-on experience with Linux-based edge devices with SSH-level debugging
	Experience with Apache Tomcat, Windows Server, and Linux server management in AWS or private cloud
	Should have knowledge on SQL settings and query.
	Should have knowledge on API integration, IIS, FTP(s), HTTP(s), and TCP/IP protocols
	Capable to demonstrate to ensure that customers are educated with products.
	Should have knowledge on Video Analytics like Gender classification, age category, etc..
Behavioural Capabilities	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
Location	**Bangalore, DELOPT**