

Job Title	Domain	Location	HR Contact
Customer Technical Support Engineer	Electric Vehicles	Bengaluru	hr@numocity.com

Job Summary	<p>We are looking for a Customer Technical Support Engineer to assist our customers with technical problems when using our EV products and services.</p> <p>Customer Support Engineer responsibilities include resolving customer queries, recommending solutions and guiding product users through features and functionalities. To be successful in this role, you should be an excellent communicator. You should also be familiar with help desk software.</p>
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Roles and Responsibilities	<ul style="list-style-type: none"> <li>• Respond to customer queries in a timely and accurate way, via phone, email or chat</li> <li>• Identify customer needs and help customers use specific features</li> <li>• Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)</li> <li>• Update our internal databases with information about technical issues and useful discussions with customers</li> <li>• Monitor customer complaints on social media and reach out to provide assistance</li> <li>• Share feature requests and effective workarounds with team members</li> <li>• Inform customers about new features and functionalities</li> <li>• Follow up with customers to ensure their technical issues are resolved</li> <li>• Gather customer feedback and share with our Product, Sales and Marketing teams</li> <li>• Assist in training junior Customer Support Representatives</li> </ul>
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Experience & Skills	<ul style="list-style-type: none"><li>• Experience as a Customer Support Engineer or similar Customer Support role ( 2- 3 years)</li><li>• Familiarity with Electric Mobility Industry is a added advantage</li><li>• Experience using help desk software and remote support tools</li><li>• Understanding of how CRM systems work</li><li>• Excellent communication and problem-solving skills</li><li>• Multi-tasking abilities</li><li>• Patience when handling tough cases</li><li>• Flexible with 24/7 Environment</li></ul>
Qualifications	<ul style="list-style-type: none"><li>• BSc in Information Technology</li><li>• Diploma in Information Technology</li></ul>