

Job description

Positions: Android Mobile & Tablet Technician

About the company:

Resolute is backed by a team having more than 10+ years of experience in the field of computer hardware and networking. Resolute, with its product aims at bringing quality products to digital boardrooms and classrooms and is also focused on the need for technical change.

Resolute is the sole distributor for the Senses Interactive Intelligent Panels in Kerala & Tamil Nadu. Our product has been appreciated by more than 1500+ institutions across India. The Senses IIP is attracting great positive feedback from our customers.

Location for openings: (Kerala)

Salary: Negotiable (Fixed) + Food & TA Allowances + incentives + (insurance and other benefits)

Workdays: Monday to Saturday (6 days in a week)

Summary:

We are looking for a highly motivated and experienced Technical Support Executive to join our growing team. The ideal candidate will have a strong understanding of hardware and Software will be able to provide technical support to our customers. The Technical Support Engineer will be responsible for answering customer questions, troubleshooting issues, and resolving problems.

Provide technical support to customers via phone, email, and chat

Answer customer questions about our products and services

Troubleshoot technical issues and resolve problems

Escalate issues to the appropriate team members as needed

Stay up-to-date on the latest product and industry trends

Work with the development team to identify and fix bugs

Maintain and update knowledge base articles

Will be considered if worked on the following tools or have a strong understanding of customer support tools:

I Handled chats and Emails simultaneously

Troubleshooting and understanding console errors

Qualifications:

Bachelor's degree in computer science, information technology, or a related field

0-10 years of experience in technical support from B2B company

Strong understanding of applications

Excellent communication and interpersonal skills

Ability to work independently and as part of a team

Ability to work under pressure and meet deadlines

Job Type: Full-time

Pay: ₹9,295.37 - ₹30,000.00 per year

Benefits:

- Health insurance

Shift:

- Day shift

Education:

- Bachelor's (Preferred)

Experience:

- Technical support: 0 - 1 year (Preferred)
- total work: 0-1 year (Preferred)

Language:

- English (Preferred)

Work Location: Kerala