

OPI6-001 Technical Support Engineer Job Specification



Job Title: Technical Support Engineer (Malta Based)

Department: Operations

Reports To: Managing Director

Issue Date: 23rd October 2016

Closing Date: 31st October 2016

Basic Function

A fantastic opportunity has arisen to join an award winning, global, market leading Technology Company. Avantis has been developing award winning classroom tablet solutions under the brand LearnPad for the education sector.

The Technical Support Engineer will help with all aspects of technical support, testing, QA and production functions for the company's range of educational technology solutions. This will be split into two distinct areas as follows:

Technical Support: This role will involve providing technical support services to our educational customer base, via telephone, email, company's website and support ticketing system. An excellent telephone etiquette as well as customer service and support attitude is essential, as is a working knowledge of supporting and troubleshooting technical issues for customers.

Operations: This role will involve the commissioning and testing of products, second-line diagnostics and product testing, repair services and functional testing and QA. Additionally, the operational role will require involvement in the ICT infrastructure services utilised by the business and may from time to time require involvement in the setting up and maintenance of the company's ICT infrastructure.

The position will report to the Managing Director and will work alongside another technical support technicians and production assistants. This is an ideal position for an individual having a technical and engineering background looking for experience in a fast moving, high tech, exciting and flexible company. The successful candidate will be highly motivated and willing to engage in numerous aspects of the business. The position will primarily be office based with a requirement to perform customer site visits when necessary.

Duties

Primary duties for the Technical Support Engineer are as follows:

- Provide technical support services to our educational customer base
- Test, diagnose and repair faulty hardware, supplied by the organisation
- Monitor and ascertain the attainment of customer Service Level Agreements
- Quality checks and test software and hardware solutions and/or products.

Additional duties are as follows:

- Collection of RMA hardware from customer sites
- Assist with on-site installations and technical support as required.

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Additionally, the successful candidate may be required to undertake other duties that may arise within the company from time to time. The above duties give a broad overview of the position and are not intended to be exhaustive.

Key Skills

- Electronics
- Attention to detail
- Highly motivated
- Initiative and results driven

Educational

Requirements: Electronics Servicing Qualification at MQF Level 5 or higher, plus ICT or Computer/Networking experience essential.

Experience: Practical experience working on and repairing mobile devices as well as a proven experience in networks and PCs is required. Experience in the support services environment and in particular the educational technology sector would be considered an asset.

Technical Skills: Familiarity with tablet devices and mobile operating systems, in particular Android, would be considered as a distinct advantage. Practical skills in working with PCs and technology, including installing, configuring and troubleshooting problems and experience in repairing and testing hardware devices is a must.

Personal Skills: Self-management, excellent communication skills, teamwork, organised, strong desire to grow and learn. Willingness to take on new challenges.

Office Based: Yes

Travel Required: Some. Valid driving licence required.

Salary: Dependent on experience

Contact Information

Interested candidates may apply for this position by sending their CV along with a covering letter and a scanned copy of the qualification certificates to careers@avantiseducation.com