Software Specialist – Technical Support Engineer – New Delhi

Description

Acting as the lead point of contact to clients & delivering service via phone, remote connection, email or client-side. Daily activities include gathering customer queries related to product features, hardware/software issues or internet connectivity issues and resolving them by evaluating & analyzing. Wherever mandatory, escalating priority issues as per client specifications. Also required are successful planning, product implementation, maintenance and follow up for all Invoay users.

Responsibilities

- Knowledge of computer hardware and software.
- Should have excellent communication skills (English, Hindi or any local language).
- Willing to work in rotational shifts.
- Prior experience in handling customers of the beauty and wellness industry is a plus.
- Proper phone etiquette & effective listening skills.
- Multi-tasking capabilities.
- Ability & desire to work in a fast-paced, fun & demanding environment.
- SQL Server Script writing skills
- MS SQL, SQL Queries, SQL Procedures
- Attend issues escalated by Service Desk
- Analysis of the Issue
- Escalate Issues to L3 team

Hiring organization
Invoay Software

Employment Type
Full-time

Industry
SaaS Software, POS Software, Beauty and Wellness

Job Location
Delhi

Date posted
14 February 2022