



JOB DESCRIPTION

Ref: JD/L2/03
Job Title: AV-IT Solutions Support Specialist
Location: Panaji, Goa (India)

Job purpose

Do you bring ideas to the table, love to solve problems and have a strong technical ability? Do you excel at communicating with others and place the customer first? As part of a dynamic and highly skilled team of specialists, you will be working on the forefront of technology, with an opportunity to advance within a trusted global leader for audio-visual professional services and support.

Our specialist support teams are critical to supporting our customers globally. We are looking to expand our existing support team, to accommodate the growth of the business.

We are looking for a strong technical all-rounder with experience in providing troubleshooting support to customers and solving AV-IT related issues. You will need to have excellent communication, problem solving and organizational skills.

Importantly, you will be a great people person too. We really value the ability to solve problems with customers and team members.

Duties and responsibilities

- Provide 2nd line remote assistance relating to AV-IT solutions to customers through our Customer Relationship Management tools;
- Record all issues in our support helpdesk;
- Track issues to resolution;
- Update the internal knowledge base with issue resolution details;
- Supporting manufacturer products such as Crestron and AMX.

Essential education and skill requirements

- A friendly manner with excellent English language written and verbal communication skills;
- Excellent customer service skills and internal communication skills;
- Excellent problem solving skills;
- Ability to work individually and in a team;
- Very strong educational background, preferably in the fields of audio-visual or information technology;
- Ability to understand the technical aspects of an AV-IT solution;
- Intermediate skills in MS Visio and AUTO CAD
- Solid organisational skills including attention to detail and multi-tasking skills;
- Strong working knowledge of Microsoft Office, including Skype for Business.

Essential technical experience

- Experience in interpreting and/or implementing technical designs to understand AV-IT solutions in various environments;
- Experience of using helpdesk systems;
- Experience of providing on-site technical support is a plus.

Why Commtech Global?

Our vision is to be the most trusted global leader for audio-visual professional services and support. How we work toward achieving this goal is through our people.

We are focused on developing our employees so that they can continue to grow and advance to their career aspirations. From the beginning of your employment we will put in place a development plan to help you meet your personal goals and interests.

All of our employees are valued tremendously and never taken for granted.

This is your opportunity to work in a work environment that is positive, challenging, rewarding, and fun.

About Commtech Global?

We provide expert audio-visual consultancy and support services to businesses within the supply chain so that they may deliver effectively to their customers.

Our flagship product is AV Assist, a remote support service for AV-IT service integrators and their end users.

Our values

