



**Senior Product Support Engineer (L2 Support)**  
**Full-Time**  
**India, Pune**  
**November 2019**

**A Career Opportunity with CellPoint Digital ([cellpointdigital.com](http://cellpointdigital.com))**

We are currently seeking a **Senior Product Support Engineer (L2 Support)** who is looking for an exciting and challenging career within CellPoint Digital.

**About the Role**

To manage incidents and support requests, technical investigation/resolution or referral to relevant resolving groups within the agreed SLAs. Also guide and mentor Junior Product Support engineers, prepare Incident Reports, validate shift handover reports and present weekly ticket reports to the Head of Product Support.

**Key Professional Requirements**

**Responsibilities**

- Mentor and guide Junior Product Support Engineers.
- Maintaining relationships with customers whilst delivering outstanding customer service.
- Ensure that customer support calls are categorised and prioritised, assigned, logged and resolved in a professional manner.
- Working to SLAs to resolve queries and incidents, providing excellent customer service to the organisation.
- To allocate calls to the relevant resolver group, initiate escalation procedures and manage incidents.
- Understanding and operating the escalation process.
- Adhere to all service management principles.
- To manage and safeguard the confidentiality, integrity and availability of company and customer information.
- Ensure compliance with organisation policies, procedures and work instructions.
- Produce statistics and management reports.
- Work collaboratively with customers, colleagues and vendors under pressure.
- Co-ordinate and direct activities and tasks.
- Proactively investigating ways to reduce common issues and publishing self-help guides to assist the customer base.
- Responsible for update and maintenance of accurate internal work instructions and processes.

## **Key Skills and Attributes**

- 5 years minimum in a Service Desk/Incident Management role in a technology environment.
- Excellent customer service experience.
- Good communication skills.
- Proven experience in Incident Management and ticket analysis.
- Experience of working in a virtual matrix team.
- Awareness of ITIL v3 Foundation.
- Proficiency in SQL and Log analysis, JIRA Service Desk and Confluence.
- Basic understanding of Android/iOS mobile applications is preferable.
- Knowledge of Payments and Airlines is preferable.

## **In Order to Apply You Must:**

- Be flexible to work a 9 hour shift 24x7 Full Time including weekends.
- Have previous customer focused IT experience or other relevant front line technical services experience or have been involved in using IT in a customer service environment.
- Be able to take ownership of the progression of an incident to resolution.
- Be able to analyse the nature of queries and customer problems and provide suitable solutions within satisfactory timeframes.
- Be able to work under pressure and within tight timeframes in a high-volume environment.
- Have top class communication and interpersonal skills including listening, building rapport, establishing empathy and demonstrating awareness of internal and external issues in a calm and polite manner.

## **Key Personal Traits**

You must be as enthusiastic as we are about developing projects in close contact with our customers and partners in a dynamic and professional international environment.

The ideal candidate will:

- Have excellent communication skills.
- Embrace a proactive mindset and be willing to take initiative.
- Be able to work independently and take pride in delivering the best solutions.
- Relish complicated challenges and exhibit the ability to think "out-of-the-box" to solve problems.
- Be a team player who can meet tight deadlines.
- Possess a positive attitude.

## **Working at CellPoint Digital**

CellPoint Digital offers a career position with great work opportunities. We are experiencing tremendous growth and are looking to expand our team of professionals.

We offer:

- A career position with the possibility of international travel.
- Great colleagues, clients, partners and projects - global IT challenges.
- A diverse, fun and challenging job.
- A full-time position, starting as soon as possible.
- Competitive salary based on experience and qualifications.

**Work Location:** Pune Only

**Joining Period:** Within one month

If you are interested in applying for this position, please send your CV and application in English to: [careers@cellpointdigital.com](mailto:careers@cellpointdigital.com)