

Technical Support Engineer

About Us:

InnoSpark Services Pvt. Ltd. is an Innovative technology startup, located in Gurgaon, which is committed to providing state-of-the-art solutions to customers across various geographies, primarily in the USA. We are a rapidly expanding team that is dedicated to cultivating a challenging work environment that allows employees to develop and expand in tandem with the company.

Client you will be working for: The US-based healthcare organization provides a system that allows physicians and respiratory therapists to remotely monitor the lung function of patients, whether they are in isolation, at home, or in any other location. We offer a Bluetooth-connected home spirometer, along with a mobile application for patients and a secure web portal for clinicians. Clinicians can access the Provider Dashboard to view every pulmonary function test conducted by the patient within seconds. This system enables patients to avoid unnecessary travel to hospitals or clinics while still receiving vital care for their respiratory conditions, such as COPD, asthma, cystic fibrosis, allergies, and more.

Position Overview: We are looking for a dedicated and skilled Technical Support Engineer to join our growing team. The ideal candidate will have a strong background in customer support, with the ability to diagnose and resolve complex technical issues related to software, networking, and mobile operating systems. This role requires engaging directly with international customers, collaborating with internal teams, and ensuring a high level of customer satisfaction.

Your Impact: You will be one of the first touchpoints with our customers. Your attention to detail and follow-through is essential as we build long-term relationships with our customers. Your ability to solve complex problems and ensure our customers can be wildly successful are crucial to our business goals.

Key Responsibilities and Accountabilities:

- **Customer Support:** Field international customer support calls, emails, and tickets, providing timely and effective assistance.
- **Issue Resolution:** Engage with the Client's team members to advise on and resolve issues encountered by customers using our software or technology.
- **Knowledge Management:** Identify and report knowledge gaps or recurring trends to the Client's team, contributing to continuous improvement.
- **Communication:** Translate customer needs to the development team, suggesting solutions where possible, and sharing feature requests.

- **Technical Expertise:** Develop a strong understanding of the Client's products to address complex technical issues, including:
 - Diagnosing web browser issues.
 - Addressing advanced connection and Bluetooth issues on mobile operating systems.
 - Diagnosing and resolving common networking issues, including IP whitelisting, firewall settings, and connectivity problems.
 - Testing and evaluating new software releases.
- **Incident Management:** Support, log, categorize, prioritize, and track incidents reported by customers via email and phone.
- **Proactive Support:** Address complex customer issues and provide proactive support to help customers avoid potential problems. Understand high-level technologies impacting the Client's products and interpret end-user feedback.
- **Incident Ownership:** Maintain ownership of incidents until they are resolved or escalated for further research. Project manages all incidents to their conclusion and follow up with customers to ensure their issues are resolved.
- **Team Collaboration:** Work collaboratively with team members to ensure timely responses and resolutions. Assist in training less technical team members and building instructions for the team in areas needing improvement.
- **Occasional In-Country (Domestic) Support:** Occasionally assist with in-country kitting and platform configuration as needed.

Qualifications:

- **Educational Background:** Bachelor's degree in engineering (B.Tech, BE), Bachelor in Computer Administration (BCA).
- **Experience:** Minimum of 3 years of technical support experience with expertise in software, networking, and mobile technologies, and a proven ability to resolve complex technical issues while delivering exceptional customer support.
- **Skills:**
 - **Communication:** Exceptionally strong English communication, customer handling, conflict resolution, and problem-solving skills, with a focus on delivering quality customer experiences.
 - **Technical Proficiency:** Passion for learning new technologies and applying knowledge in a systematic and team-oriented environment.
 - **Problem-Solving:** Experience in taking ownership and driving resolution on escalated customer issues.
 - **Technology Familiarity:** Familiarity with a range of software-based technologies commonly used in a partner environment, including web

Technical Support Engineer

browsers, Cloud/SaaS software, Firewalls, REST APIs, and Mobile Operating Systems.

- **Abilities:** Willingness to take on additional responsibilities and contribute to various aspects of the startup's growth.

Preferred:

- Experience with international customer support.
- Knowledge of MedTech or healthcare-related technologies.

Tools: The Company will provide the Training on the features and benefits of the Client products to help employees succeed in the role

Time Commitment: full-time position

Working Mode: Hybrid

Shift Window: TBD

Workdays: 5 Days in week (any)

What We Offer:

- **Growth Opportunities:** Be part of a small, dynamic team where you will have the chance to take on diverse responsibilities and grow with the company.
- **Learning Environment:** Gain valuable experience and exposure to various aspects of startup operations and technology industry practices.
- **Work Culture:** A supportive and innovative work culture with opportunities for professional development and career advancement.

How to Apply:

Interested candidates are invited to share their resume detailing their **motivation to join Startup organization** for applying to career@innospark.ai