

Technical Customer Support (US – Los Angeles, CA)

Gauzy is looking for a talented and ambitious technical support specialist, responsible for being a technical lead and an escalation point of contact for end users worldwide. This includes supporting incidents, troubleshooting of hardware and software installations, and infrastructure build outs for new projects.

He/she will regularly collaborate with the sales department to evaluate and implement technical solutions for new opportunities.

Responsibilities:

- Take ownership of customer issues reported and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Provide prompt and accurate feedback to customers
- Ensure proper recording, documentation and closure of all issues
- Prepare accurate and timely reports
- Documenting knowledge in the form of knowledge base, application notes and technical reports

Desired Skills and Experience:

- Degree in engineering/Practical engineering in the HW electronics field or any other electronic education
- Proven experience in QA testing and debug of HW products - 2 years minimum
- Customer service experience in the HW/System field – an advantage
- Working experience with laboratory tools: scope, DVM, clean soldering capabilities – a Must
- Excellent hands-on skills to be able to assist customers on-site
- Logical thinker & strong problem solving/Troubleshooting skills
- Strong records keeping and documenting capabilities
- Time management – ability to organize and manage multiple priorities and meet deadlines
- Highly motivated, Positive, independent and result driven with a desire and ability to learn
- Excellent written and verbal interpersonal communication skills with the ability to communicate technical issues to a technical and non-technical audience
- Willingness to travel
- Written and oral fluency in English
- Fluent Spanish - an advantage

Come and join us! - Apply at jobs@gauzy.com