

Technical Customer Support (Tel Aviv, Israel)

Gauzy is hiring! We're looking for a talented and ambitious candidate to join us.

Who are we? A leading innovative developer and manufacturer of Liquid Crystal based materials and compounds, high end controllers, applications and solutions for a variety of markets including construction, automotive, consumer electronics, and more.

Our vision is to embed high end technology into simple raw materials by introducing technology into custom made, custom fit endless applications and a variety of products.

Responsibilities:

- Being the technical lead and an escalation point of contact for end users worldwide.
- Supporting incidents, troubleshooting of hardware and software installations, and infrastructure build outs for new projects.
- Executing customer training on the technology and production during the certification process of new customers.
- Regularly collaborate with the sales department to evaluate and implement technical solutions for new opportunities.
- Work closely with the R&D department to investigate the root cause of technical issues reported by customers.

Desired skills and Experience:

- Degree in engineering/practical engineering in the HW electronics field.
- Proven experience in QA testing and debug of HW products - 2 years minimum.
- Knowledge with power supplies - an advantage.
- Customer service experience in the HW/system field – an advantage.
- Working experience with laboratory tools: scope, DVM, clean soldering capabilities – a must.
- Logical thinker & strong problem solving/troubleshooting skills.
- Strong records keeping and documenting capabilities.
- 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 abroad – up to 25% a month.
- Written and verbal fluency in English. Other languages – an advantage.

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